

Section 6.4 Broadband Fixed Wireless Access (BFWA) – MODULE 4

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SECTION 6

6.4 BROADBAND FIXED WIRELESS ACCESS (BFWA) (MODULE 4)

The Contractor shall provide a BFWA solution to provide an alternative to traditional wireline local loop services. This service will be used to provide data services only. Although the focus of this section is on the substitution of the “last mile”, it is understood that interoperability between the Modules in this RFP cannot be guaranteed. Due to the potential for varied solutions from the successful Module 4 Contractor and the potential for multiple Contractors of Modules 1, 2 and 3, interoperability between Modules is not a Requirement. The BFWA provider, to support any proposed BFWA solution, shall provide end-to-end connectivity including a land based wireline service. See Figure 6.4 below.

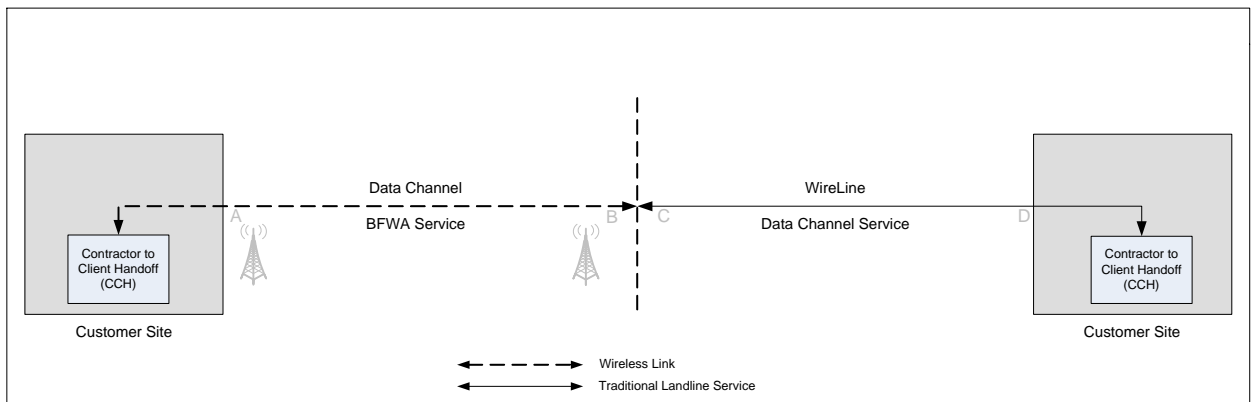


Figure 6.4.1

For the purposes of this Module, Broadband Fixed Wireless Access is defined as wireless devices or point-to-point systems that are situated in fixed locations, such as an office, as opposed to devices that are mobile. BFWA devices typically derive their electrical power from utility mains, as opposed to portable wireless devices that are typically powered from batteries.

The State is not dictating the method of delivery or technology that makes up this service. Broadband fixed wireless systems may include, but are not limited to satellite, digital terrestrial broadcast services, or those based on cellular technology.

Although many types of technologies may be used separately or in combination to augment geographic coverage or bandwidth, service pricing is limited to only two line

rates. The State does not intend to create a Master Service Agreement (MSA) that lists various technologies/service delivery systems.

The types of fixed wireless technologies used to support this service may include, but are not limited to the following, including any combinations of these technologies:

- LMDS, MMDS
- Wimax 802.16, 802.16a
- ETSI HiperMAN
- CDMA, 1xRTT WCDMA, CDMA-2000 CDMA EV/DO, CDMA EVDV & HSDPA
- GSM/ GPRS, EDGE UMTS
- Satellite

Mobility is not a Requirement of this section. Although the technology used to support mobility solutions may be used, the actual feature of mobility will not be evaluated. Mobile solutions may be provided through alternate contracts such as Strategic Sourcing contracts. _____

Cellular voice services are not a Requirement of this section and will not be included in this Contract. Although the technology used to support voice services may be used for data transmission, the actual feature of cellular voice transmission will not be evaluated or allowed. Cellular voice services may be provided through alternate contracts such as Strategic Sourcing contracts. _____

Specific minimum geographic service areas have been identified in this Module. These minimum geographic service areas are derived from State telecommunication DS0 quantities (See Exhibit 3.J) but should not be considered a guarantee or indicator of actual State usage. There are no minimum guarantees and it is impossible for the State to accurately predict any usage for this Module.

All Contractor implemented upgrades, changes, or modifications to the technologies that make up the services shall be done at no cost to Customers. Any substitution or evolution to newer technologies shall be approved by DTS/ONS prior to implementation.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.1 MODULE 4 RFP REQUIREMENTS

6.4.1.1 Designation Of Requirements (M)

The Business and Technical Requirements specified in this RFP Section can be classified as either “Mandatory,” “Mandatory-Optional,” or “Desirable.”

Mandatory (M)

Mandatory Requirements are those that the Contractor shall provide at no cost and without a specific order. These services include, at a minimum, network security, usage reports, invoicing, business planning, and other like items. All Mandatory items shall be included within the awarded Contract. All items not specifically identified as “Mandatory-Optional” (M-O), or “Desirable” (D) are considered “Mandatory”.

Mandatory-Optional Requirements (M-O)

Requirements that are designated as “Mandatory-Optional” are specific services, or specific features that the Bidder must offer, but will be the State’s option whether or not to include the offered item (or its separately priced Mandatory-Optional or Desirable sub-elements or features) in the awarded Contract, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Mandatory-Optional orders may also require DTS/ONS approval. All Bidders must provide separate prices as indicated in RFP Section 7 in the Bidder’s Final Proposal for all Mandatory-Optional items. If no prices are submitted, they shall be offered at no cost. Each Mandatory-Optional Requirement is identified with an “(M-O)” after the item heading.

Desirable (D)

Requirements that are designated as “Desirable” are specific Services, or specific features that the Bidder may offer. Bidders are not required to offer these Desirable Requirement Services and features in order to be compliant with the RFP. If a Desirable item is offered and found by the State to be compliant with the Desirable item’s specification, it shall be at the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If a Desirable item is included in the Contract it shall be at the Customer’s option whether or not to order the item, except that some Desirable orders also require DTS/ONS approval. Desirable Items may be eligible for scored technical points per RFP

Section 9. Each Desirable Requirement is identified with a “(D)” after the item heading.

Bidders may offer additional unsolicited Services or features or other items as indicated under certain Section 6 subsections. Bidders are encouraged to offer unsolicited Services and features that provide enhancement to the Mandatory-Optional “(M-O)” services identified. Unsolicited features must be individually identified, listed and priced in the “Unsolicited Services and Features” portion of each table. General references to catalogs will not be accepted. All Bidders must provide separate prices in RFP Section 7 for each unsolicited Service or feature. If no prices are submitted for an offered Desirable item, it shall be provided at no cost. Requirement Unsolicited items are not eligible for scored technical points per RFP Section 9.

It shall be at the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If an unsolicited item is included in the Contract, it shall be at the Customer’s option whether or not to order the item, except that unsolicited orders also required DTS/ONS approval.

If a Desirable item is offered and found by the State to be compliant with the Desirable item’s specification, it shall be the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Desirable orders also require DTS/ONS approval.

6.4.1.2 Compliance With Section 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4 for this Module, with special emphasis on Section 4.5.5, Contract Business Relationships.

In order to assure the State that the Bidder shall meet the State’s vision, the Bidder shall describe how it plans to support the overall State Requirements in Section 4 for CALNET II for this RFP Module.

This description shall also summarize the Bidder’s technical and operational plans, as well as how it intends to provide the business relationship described in Section 4.5.5, Contract Business Relationships.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.4.2 DATA CHANNEL MINIMUM REQUIREMENTS

Analysis will be conducted to determine the reliability of the BFWA Data Channel Service and the associated Wireline Data Channel Service and takes into consideration issues such as ubiquity, interoperability, scalability, and survivability. The Contractor shall provide designs and diagrams for each of the following services:

- BFWA Solution
- Wireline Data Channel Service

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size. Drawings shall include both topology and logical representations of all critical elements to include, at a minimum, the following:

- Equipment Type and End-User Premise External Installation Requirements (physical) (BFWA)
- Equipment Type and End-User Premise Internal Installation Requirements (physical) (BFWA)
- Unique identifier for each element (Wireline Data Channel Service and BFWA)
- Layer 2 protocols and QoS when applicable (Wireline Data Channel Service and BFWA)
- Type and capacity of Equipment at each serving location including any backup systems (Wireline Data Channel Service and BFWA)
- General location (city) of Equipment (Wireline Data Channel Service)
- General or Typical Circuit route (city to city) (Wireline Data Channel Service)
- Type and capacity of Equipment at each location including any backup systems
- Circuit size/bandwidth (Wireline Data Channel Service)

- Circuit type (Wireline Data Channel Service)
- Available local wireline service technologies by geographic region
- Availability Date (Wireline Data Channel Service and BFWA)

In addition, the Contractor shall provide a written description for the following:

- Describe Long range line-of-sight (LOS) and non-line-of-sight (NLOS) distance limitations that apply to the proposed solution(s) (BFWA)
- Identify which air interface Standards the proposed solution utilizes (BFWA)
- Identify the key physical features of the air interface Standards being proposed (BFWA)
- Identify the various forms of data signals/protocols conveyed by your systems such as T1/E1, IP, Ethernet and ATM. (Wireline Data Channel Service and BFWA)
- Identify path loss and fading phenomena possible over the proposed fixed LOS or NLOS wireless channel and identify the reliability afforded by such channels (BFWA)
- Identify other possible RF limitations such as signal to interference ratio or time and frequency sensitivity that apply to the proposed BFWA solution
- Identify the different regulatory requirements for operating the proposed BFWA systems
- Identify Security Standards that apply to the proposed solution (Wireline Data Channel Service and BFWA)
- Identify the encryption Standards supported and provided (Wireline Data Channel Service and BFWA)
- Describe the Customer premise power Requirements (BFWA)
- Identify which physical interface Standards the proposed solution utilizes. (Wireline Data Channel Service and BFWA)
- Identify Wireless Channel latency

Responses to the Requirements described in this section shall include a description of their methodologies and a thorough presentation of how the Bidder's solution addresses the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide services throughout the State.

Interoperability – the ability to deliver services that interconnect and communicate based on open established Standards.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Disaster/Operational Recovery

The Contractor shall comply with the appropriate Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. Public safety Agencies, major data centers, Agencies with supporting roles during disaster or emergency operations, and Agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery. The bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.2.1 Security (M)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data.

The Contractor shall commit to the following:

- Current state-of-the-art security standards applicable to proposed solutions to be updated current with the industry.
- Security Administration
- Physical site security

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.3 BFWA SERVICE

The Contractor shall provide the BFWA channel services described below.

6.4.3.1 BFWA Data Channel Basic Line Rate Service (M-O)

The Contractor shall provide BFWA digital data channel services to support end-to-end digital data transmission.

The basic channel service provided by the Contractor shall include the following:

- Local Wireless Segment
- Customer Premise Data Communications Equipment
- Encryption Open Standards Based Network Interface

The service shall be open Standards based and in accordance with, at a minimum, any of the Standards bodies listed: ITUT, IEEE, ETSI.

Minimum technical Requirements for operation shall be as listed below:

- Wireless segment availability shall be 98.5 percent (BFWA)
- Wireless transmission distance of not less than 1 Mile (BFWA)
- Wireless Channel line average throughput not less than 100Kbps
- Wireless Channel latency shall be identified by the Contractor for technical evaluation

Geographic Requirements

At a minimum, the Contractor shall provide services in the cities listed below:

- Sacramento
- Los Angeles
- San Francisco
- San Diego
- San Jose
- Oakland

A service area is defined as within the city limits of each city identified.

This service is not required to be available at time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

Contractor shall offer the BFWA data channel basic line rate service and features detailed in Table 6.4.3.1.a.

Table 6.4.3.1.a BFWA Data Channel Basic Line Rate Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Wireless Data Channel Basic Line Rate (1 end point) – Monthly Service Fee	BFWA solution as a service at 100Kbps as described above.		
Bidder's Description:			
BFWA Basic Line Rate – Usage Charge Kilobyte	BFWA usage charge. May or may not apply. Bidders are to describe how the usage charge will apply.		
Bidder's Description:			

Contractor may offer the BFWA data channel basic line rate service and features detailed in Table 6.4.3.1.b.

Table 6.4.3.1.b BFWA Data Channel Basic Line Rate Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Portability Option	BFWA solution as a service at 100Kbps as described above with the ability to easily deploy in a temporary non fixed environment.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.4.3.1.1 BFWA Data Channel Basic Line Rate Additional Specific Listed Geographic Locations/Availability (D)

The State seeks, and the Bidder may provide, BFWA service to specific locations identified in the Geographic lists of sites in Table 9.5.3-E1. upon RFP submittal. Bidders shall receive additional evaluation points for locations where services are established and fully operational at time of Bid submission (refer to section 9 Evaluation, Table 9.5.3-E).

The service must be compliant with every technical requirement of the RFP in order to qualify for each location identified. Bidders should not identify/commit to any site that is not 100% compliant with the requirements of this RFP. Additionally, any deviation of the technical requirements in any other subsection of section 6 will negate the award of all points contained in this table.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10th of a point for a commitment to provide service for each location listed (refer to Section 9.5.3 for weighting). In order for a Bidder to qualify for additional points they must provide a price for each committed location as listed in Section 7 (excludes location designated as required in Section 6.4.3.1 above).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Table 6.4.3.1.1 BFWA Data Channel Basic Line Rate Additional Specific Listed Geographic Locations/Availability (D)

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	SAN FRANCISCO		
BFWA 100K	LOS ANGELES		
BFWA 100K	OAKLAND		
BFWA 100K	SACRAMENTO		
BFWA 100K	SAN DIEGO		
BFWA 100K	SAN JOSE		
BFWA 100K	SANTA ANA		
BFWA 100K	FRESNO		
BFWA 100K	HAYWARD		
BFWA 100K	PASADENA		
BFWA 100K	RICHMOND		
BFWA 100K	VAN NUYS		
BFWA 100K	MARTINEZ		
BFWA 100K	SALINAS		
BFWA 100K	ANAHEIM		
BFWA 100K	ESCONDIDO		
BFWA 100K	ORANGE		
BFWA 100K	FAIRFIELD		
BFWA 100K	ALHAMBRA		
BFWA 100K	RIVERSIDE		
BFWA 100K	VENTURA		
BFWA 100K	REDDING		
BFWA 100K	FREMONT		
BFWA 100K	IRVINE		
BFWA 100K	EL MONTE		
BFWA 100K	SANTA CRUZ		
BFWA 100K	SANTA CLARA		
BFWA 100K	BREA		
BFWA 100K	VALLEJO		
BFWA 100K	RANCHO CORDOVA		
BFWA 100K	VISALIA		
BFWA 100K	MODESTO		
BFWA 100K	PORTERVILLE		
BFWA 100K	WALNUT CREEK		
BFWA 100K	SAN BERNARDINO		
BFWA 100K	OCEANSIDE		
BFWA 100K	GARDENA		
BFWA 100K	SAN RAFAEL		
BFWA 100K	OROVILLE		

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	BERKELEY		
BFWA 100K	VISTA		
BFWA 100K	VACAVILLE		
BFWA 100K	STOCKTON		
BFWA 100K	EL CAJON		
BFWA 100K	SAN PEDRO		
BFWA 100K	SAN LUIS OBISPO		
BFWA 100K	SAN LEANDRO		
BFWA 100K	PLEASANTON		
BFWA 100K	BAKERSFIELD		
BFWA 100K	SANTA ROSA		
BFWA 100K	SAN BRUNO		
BFWA 100K	PLEASANT HILL		
BFWA 100K	NORTHRIDGE		
BFWA 100K	NEWPORT BEACH		
BFWA 100K	MONTEREY		
BFWA 100K	MONTEBELLO		
BFWA 100K	WEST SACRAMENTO		
BFWA 100K	LAGUNA HILLS		
BFWA 100K	ELK GROVE		
BFWA 100K	CORONA		
BFWA 100K	CHULA VISTA		
BFWA 100K	CARLSBAD		
BFWA 100K	SONORA		
BFWA 100K	NORTH HOLLYWOOD		
BFWA 100K	EMERYVILLE		
BFWA 100K	BUENA PARK		
BFWA 100K	TURLOCK		
BFWA 100K	SHERMAN OAKS		
BFWA 100K	RIALTO		
BFWA 100K	PETALUMA		
BFWA 100K	NAPA		
BFWA 100K	MILPITAS		
BFWA 100K	MATHER AFB		
BFWA 100K	LOS GATOS		
BFWA 100K	LOS ALTOS		
BFWA 100K	LARKSPUR		
BFWA 100K	LAFAYETTE		
BFWA 100K	FOLSOM		
BFWA 100K	EUREKA		
BFWA 100K	DAVIS		
BFWA 100K	COSTA MESA		
BFWA 100K	CHICO		

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	CARSON		
BFWA 100K	AUBURN		
BFWA 100K	ANTIOCH		
BFWA 100K	WOODLAND HILLS		
BFWA 100K	UNION CITY		
BFWA 100K	SAN MARTIN		
BFWA 100K	SAN MARCOS		
BFWA 100K	REDWOOD CITY		
BFWA 100K	PINOLE		
BFWA 100K	ORINDA		
BFWA 100K	NATIONAL CITY		
BFWA 100K	JACKSON		
BFWA 100K	GARDEN GROVE		
BFWA 100K	EL CENTRO		
BFWA 100K	BURLINGAME		
BFWA 100K	BENICIA		
BFWA 100K	WEST HILLS		
BFWA 100K	UKIAH		
BFWA 100K	TUSTIN		
BFWA 100K	SOUTH SAN FRANCISCO		
BFWA 100K	POWAY		
BFWA 100K	MONTEREY PARK		
BFWA 100K	LAKE PORT		
BFWA 100K	CONCORD		
BFWA 100K	CARMICHAEL		
BFWA 100K	ALBY		
BFWA 100K	YREKA		
BFWA 100K	WILMINGTON		
BFWA 100K	WATSONVILLE		
BFWA 100K	VENICE		
BFWA 100K	SUNNYVALE		
BFWA 100K	SOLEDAD		
BFWA 100K	SILVERADO CANYON		
BFWA 100K	SARATOGA		
BFWA 100K	SAN PABLO		
BFWA 100K	SAN LORENZO		
BFWA 100K	PLAYA DEL REY		
BFWA 100K	ONTARIO		
BFWA 100K	HANFORD		
BFWA 100K	FONTANA		
BFWA 100K	DALY CITY		
BFWA 100K	COLTON		
BFWA 100K	WOODLAND		

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	TORRANCE		
BFWA 100K	TERMINAL ISLAND		
BFWA 100K	QUINCY		
BFWA 100K	PIEDMOUNT		
BFWA 100K	OXNARD		
BFWA 100K	OAKLEY		
BFWA 100K	NOVATO		
BFWA 100K	NORCO		
BFWA 100K	NEWARK		
BFWA 100K	MORENO VALLEY		
BFWA 100K	MERCED		
BFWA 100K	LAGUNA NIGUEL		
BFWA 100K	KERMAN		
BFWA 100K	GRASS VALLEY		
BFWA 100K	GONZALES		
BFWA 100K	DUBLIN		
BFWA 100K	DOWNEY		
BFWA 100K	DELANO		
BFWA 100K	CYPRESS		
BFWA 100K	CUPERTINO		
BFWA 100K	COMPTON		
BFWA 100K	CAMPO		
BFWA 100K	ARCADIA		
BFWA 100K	ALISO VIEJO		
BFWA 100K	ALAMEDA		
BFWA 100K	YUBA CITY		
BFWA 100K	YORBA LINDA		
BFWA 100K	YERBA BUENA ISLAND		
BFWA 100K	WILLOWS		
BFWA 100K	WEST COVINA		
BFWA 100K	TRAVIS AFB		
BFWA 100K	TRACY		
BFWA 100K	TRABUCO CANYON		
BFWA 100K	THOUSAND OAKS		
BFWA 100K	TARZANA		
BFWA 100K	SUNOL		
BFWA 100K	SUN VALLEY		
BFWA 100K	SOUTH LAKE TAHOE		
BFWA 100K	SOUTH GATE		
BFWA 100K	SIMI VALLEY		
BFWA 100K	SEPULVEDA		
BFWA 100K	SANTEE		
BFWA 100K	SAN QUENTIN		

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	SAN JUAN CAPISTRANO		
BFWA 100K	ROSEMEAD		
BFWA 100K	ROCKLIN		
BFWA 100K	RIO VISTA		
BFWA 100K	RESEDA		
BFWA 100K	RANCHO SANTA MARGARITA		
BFWA 100K	POMONA		
BFWA 100K	PLACENTIA		
BFWA 100K	PACOIMA		
BFWA 100K	PACIFICA		
BFWA 100K	NORTH HIGHLANDS		
BFWA 100K	NEWHALL		
BFWA 100K	NEW CASTLE		
BFWA 100K	MOUNTAIN VIEW		
BFWA 100K	MARYSVILLE		
BFWA 100K	LOS BANOS		
BFWA 100K	LONG BEACH		
BFWA 100K	LOMITA		
BFWA 100K	LODI		
BFWA 100K	LINCOLN		
BFWA 100K	LAGUNA BEACH		
BFWA 100K	LA MESA		
BFWA 100K	LA JOLLA		
BFWA 100K	INGLEWOOD		
BFWA 100K	HERCULES		
BFWA 100K	HEALDSBURG		
BFWA 100K	GREENVILLE		
BFWA 100K	GREELEY HILL		
BFWA 100K	GLENDALE		
BFWA 100K	FULLERTON		
BFWA 100K	FOWLER		
BFWA 100K	FIREBAUGH		
BFWA 100K	FAIR OAKS		
BFWA 100K	EL SEGUNDO		
BFWA 100K	EL CERRITO		
BFWA 100K	DANVILLE		
BFWA 100K	CULVER CITY		
BFWA 100K	CORONA DEL MAR		
BFWA 100K	CLOVIS		
BFWA 100K	CLEAR LAKE		
BFWA 100K	CASTRO VALLEY		
BFWA 100K	CANOGA PARK		
BFWA 100K	CAMPBELL		

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	CAMARILLO		
BFWA 100K	BYRON		
BFWA 100K	BURBANK		
BFWA 100K	BELL GARDENS		
BFWA 100K	BANNING		
BFWA 100K	ARVIN		
BFWA 100K	ARCATA		
BFWA 100K	YOUNTVILLE		
BFWA 100K	WILLITS		
BFWA 100K	WESTMINSTER		
BFWA 100K	WEST LOS ANGELES		
BFWA 100K	WEAVERVILLE		
BFWA 100K	VILLA PARK		
BFWA 100K	TULARE		
BFWA 100K	TRUCKEE		
BFWA 100K	TRINIDAD		
BFWA 100K	TIBURON		
BFWA 100K	TEHACHAPI		
BFWA 100K	SYLMAR		
BFWA 100K	SUTTER CREEK		
BFWA 100K	SUNSET BEACH		
BFWA 100K	SUISUN CITY		
BFWA 100K	STUDIO CITY		
BFWA 100K	SOUTH PASADENA		
BFWA 100K	SOUTH EL MONTE		
BFWA 100K	SONOMA		
BFWA 100K	SOLANA BEACH		
BFWA 100K	SLOUGHHOUSE		
BFWA 100K	SHASTA		
BFWA 100K	SELMA		
BFWA 100K	SEASIDE		
BFWA 100K	SEAL BEACH		
BFWA 100K	SCOTTS VALLEY		
BFWA 100K	SANTA VENETIA		
BFWA 100K	SANTA PAULA		
BFWA 100K	SANTA BARBARA		
BFWA 100K	SAN MARINO		
BFWA 100K	SAN GABRIEL		
BFWA 100K	SAN DIMAS		
BFWA 100K	SAN CLEMENTE		
BFWA 100K	SAN ANSELMO		
BFWA 100K	SALIDA		
BFWA 100K	SAINT HELENA		

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	RODEO		
BFWA 100K	RIO LINDA		
BFWA 100K	RIO DELL		
BFWA 100K	REEDLEY		
BFWA 100K	REDWAY		
BFWA 100K	RED BLUFF		
BFWA 100K	RANCHO SANTE FE		
BFWA 100K	RANCHO PALOS VERDES		
BFWA 100K	POINT REYES		
BFWA 100K	PLYMOUTH		
BFWA 100K	PLACERVILLE		
BFWA 100K	PIONEER		
BFWA 100K	PINE GROVE		
BFWA 100K	PATTERSON		
BFWA 100K	PACIFIC PALISADES		
BFWA 100K	PACIFIC BEACH		
BFWA 100K	OJAI		
BFWA 100K	OAKDALE		
BFWA 100K	OAK PARK		
BFWA 100K	NORWALK		
BFWA 100K	MURRIETA		
BFWA 100K	MOUNT WILSON		
BFWA 100K	MORGAN HILL		
BFWA 100K	MOORPARK		
BFWA 100K	MONTE VISTA		
BFWA 100K	MONARCH BEACH		
BFWA 100K	MISSION VIEJO		
BFWA 100K	MIRAMAR		
BFWA 100K	MILL VALLEY		
BFWA 100K	MILBRAE		
BFWA 100K	MARIPOSA		
BFWA 100K	MARINA		
BFWA 100K	MARE ISLAND		
BFWA 100K	MANTECA		
BFWA 100K	LIVINGSTON		
BFWA 100K	LIVERMORE		
BFWA 100K	LINDSAY		
BFWA 100K	LEMOORE		
BFWA 100K	LEBEC		
BFWA 100K	LE GRAND		
BFWA 100K	LAWNDALE		
BFWA 100K	LAKE FOREST		
BFWA 100K	LA PALMA		

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	LA GRANGE		
BFWA 100K	KINGSTON		
BFWA 100K	KINGSBURG		
BFWA 100K	KENTFIELD		
BFWA 100K	JAMUL		
BFWA 100K	IONE		
BFWA 100K	IMPERIAL		
BFWA 100K	HUNTINGTON PARK		
BFWA 100K	HUNTINGTON BEACH		
BFWA 100K	HUGHSON		
BFWA 100K	HOPLAND		
BFWA 100K	HIGHLAND		
BFWA 100K	HAY FORK		
BFWA 100K	HAWTHORNE		
BFWA 100K	HARBOR CITY		
BFWA 100K	HAPPY CAMP		
BFWA 100K	GROVER BEACH		
BFWA 100K	GRANADA HILLS		
BFWA 100K	GARBERVILLE		
BFWA 100K	FOUNTAIN VALLEY		
BFWA 100K	FOSTER CITY		
BFWA 100K	FLINTRIDGE		
BFWA 100K	FELTON		
BFWA 100K	ELMAR		
BFWA 100K	EL SOBRANTE		
BFWA 100K	EL PORTAL		
BFWA 100K	EL DORADO HILLS		
BFWA 100K	EL CAMINO		
BFWA 100K	DORRIS		
BFWA 100K	DINUBA		
BFWA 100K	CORTE MADERA		
BFWA 100K	COLUSA		
BFWA 100K	COLMA		
BFWA 100K	COLFAX		
BFWA 100K	COALINGA		
BFWA 100K	CLYDE		
BFWA 100K	CLAYTON		
BFWA 100K	CHESTER		
BFWA 100K	CHATSWORTH		
BFWA 100K	CERES		
BFWA 100K	CATHEDRAL CITY		
BFWA 100K	CAPITOLA		
BFWA 100K	CAMINO		

Table 6.4.3.1.1 Feature Name	Service Location for BFWA 100K	Meets or Exceeds? Y/N	Document/Location
BFWA 100K	BAYSIDE		
BFWA 100K	BURNEY		
BFWA 100K	BUELLTON		
BFWA 100K	BRISBANE		
BFWA 100K	BRENTWOOD		
BFWA 100K	BLUE LAKE		
BFWA 100K	BLACK HAWK		
BFWA 100K	BEVERLY HILLS		
BFWA 100K	BELMONT		
BFWA 100K	ATASCADERO		
BFWA 100K	ANGWIN		
BFWA 100K	ANGELS CAMP		
BFWA 100K	ANDERSON		
BFWA 100K	ALTADENA		

6.4.3.2 BFWA Data Channel Enhanced Line Rate Service (M-O)

The Contractor shall provide BFWA digital data channel services to support end-to-end digital data transmission.

The basic channel service provided by the Contractor shall include the following:

- Local Wireless Segment
- Customer Premise Data Communications Equipment
- Encryption
- Open Standards Based Network Interface

The service shall be open Standards based and in accordance with, at a minimum, any of the Standards bodies listed: ITUT, IEEE, ETSI.

Minimum technical Requirements for operation shall be as listed below.

- Wireless Segment availability shall be 98.5 percent (BFWA)
- Wireless Transmission distance of not less than 1 Mile (BFWA)
- Wireless Channel Line average throughput not less than 200Kbps
- Wireless Channel latency shall be identified by the Contractor for technical evaluation

Geographic Requirements

At a minimum, the Contractor shall provide services in the cities listed below:

- Sacramento
- Los Angeles
- San Francisco
- San Diego
- San Jose
- Oakland

A service area is defined as within the city limits of each city identified.

This service is not required to be available at time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the BFWA data channel enhanced line rate service and features detailed in Table 6.4.3.2.a.

Table 6.4.3.2.a BFWA Data Channel Enhanced Line Rate Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
BFWA Data Channel Enhanced Line Rate (1 end point) – Monthly Service Fee	BFWA solution as a service at 200Kbps as described above.		
Bidder's Description:			
BFWA Enhanced Line Rate - Usage Charge Kilobyte	BFWA usage charge. May or may not apply. Bidders are to describe how the usage charge will apply.		
Bidder's Description:			

Contractor may offer the BFWA data channel enhanced line rate service and features detailed in Table 6.4.3.2.b.

Table 6.4.3.2.b BFWA Data Channel Enhanced Line Rate Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Portability Option	BFWA solution as a service at 200Kbps as described above with the ability to easily deploy in a temporary non fixed environment.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.4.3.2.1. BFWA Data Channel Enhanced Line Rate Additional Specific Listed Geographic Locations/Availability (D)

The State seeks, and the Bidder may provide, BFWA service to specific locations identified in the Geographic lists of sites in Table 9.5.3-E2 upon RFP submittal. Bidders shall receive additional evaluation points for locations where services are established and fully operational at time of Bid submission (refer to section 9 Evaluation, Table 9.5.3-E).

The service must be compliant with every technical requirement of the RFP in order to qualify for each location identified. Bidders should not identify/commit to any site that is not 100% compliant with the requirements of this RFP. Additionally, any deviation of the technical requirements in any other subsection of section 6 will negate the award of all points contained in this table.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10th of a point for a commitment to provide service at each location listed (refer to Section 9.5.3 for weighting. In order for a Bidder to qualify for additional points they must provide a price for each committed location in Section 7 (excludes the required locations described in Section 6.4.3.1 above).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location _____ page _____ paragraph _____

Description:

Table 6.4.3.2.1 BFWA Data Channel Enhanced Line Rate Additional Specific Listed Geographic Locations/Availability (D)

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	SAN FRANCISCO		
BFWA 200K	LOS ANGELES		
BFWA 200K	OAKLAND		
BFWA 200K	SACRAMENTO		
BFWA 200K	SAN DIEGO		
BFWA 200K	SAN JOSE		
BFWA 200K	SANTA ANA		
BFWA 200K	FRESNO		
BFWA 200K	HAYWARD		
BFWA 200K	PASADENA		
BFWA 200K	RICHMOND		
BFWA 200K	VAN NUYS		
BFWA 200K	MARTINEZ		
BFWA 200K	SALINAS		
BFWA 200K	ANAHEIM		
BFWA 200K	ESCONDIDO		
BFWA 200K	ORANGE		
BFWA 200K	FAIRFIELD		
BFWA 200K	ALHAMBRA		
BFWA 200K	RIVERSIDE		
BFWA 200K	VENTURA		
BFWA 200K	REDDING		
BFWA 200K	FREMONT		
BFWA 200K	IRVINE		
BFWA 200K	EL MONTE		
BFWA 200K	SANTA CRUZ		
BFWA 200K	SANTA CLARA		
BFWA 200K	BREA		
BFWA 200K	VALLEJO		
BFWA 200K	RANCHO CORDOVA		
BFWA 200K	VISALIA		
BFWA 200K	MODESTO		
BFWA 200K	PORTERVILLE		
BFWA 200K	WALNUT CREEK		
BFWA 200K	SAN BERNARDINO		
BFWA 200K	OCEANSIDE		

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	GARDENA		
BFWA 200K	SAN RAFAEL		
BFWA 200K	OROVILLE		
BFWA 200K	BERKELEY		
BFWA 200K	VISTA		
BFWA 200K	VACAVILLE		
BFWA 200K	STOCKTON		
BFWA 200K	EL CAJON		
BFWA 200K	SAN PEDRO		
BFWA 200K	SAN LUIS OBISPO		
BFWA 200K	SAN LEANDRO		
BFWA 200K	PLEASANTON		
BFWA 200K	BAKERSFIELD		
BFWA 200K	SANTA ROSA		
BFWA 200K	SAN BRUNO		
BFWA 200K	PLEASANT HILL		
BFWA 200K	NORTHRIDGE		
BFWA 200K	NEWPORT BEACH		
BFWA 200K	MONTEREY		
BFWA 200K	MONTEBELLO		
BFWA 200K	WEST SACRAMENTO		
BFWA 200K	LAGUNA HILLS		
BFWA 200K	ELK GROVE		
BFWA 200K	CORONA		
BFWA 200K	CHULA VISTA		
BFWA 200K	CARLSBAD		
BFWA 200K	SONORA		
BFWA 200K	NORTH HOLLYWOOD		
BFWA 200K	EMERYVILLE		
BFWA 200K	BUENA PARK		
BFWA 200K	TURLOCK		
BFWA 200K	SHERMAN OAKS		
BFWA 200K	RIALTO		
BFWA 200K	PETALUMA		
BFWA 200K	NAPA		
BFWA 200K	MILPITAS		
BFWA 200K	MATHER AFB		
BFWA 200K	LOS GATOS		
BFWA 200K	LOS ALTOS		
BFWA 200K	LARKSPUR		
BFWA 200K	LAFAYETTE		
BFWA 200K	FOLSOM		
BFWA 200K	EUREKA		

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	DAVIS		
BFWA 200K	COSTA MESA		
BFWA 200K	CHICO		
BFWA 200K	CARSON		
BFWA 200K	AUBURN		
BFWA 200K	ANTIOCH		
BFWA 200K	WOODLAND HILLS		
BFWA 200K	UNION CITY		
BFWA 200K	SAN MARTIN		
BFWA 200K	SAN MARCOS		
BFWA 200K	REDWOOD CITY		
BFWA 200K	PINOLE		
BFWA 200K	ORINDA		
BFWA 200K	NATIONAL CITY		
BFWA 200K	JACKSON		
BFWA 200K	GARDEN GROVE		
BFWA 200K	EL CENTRO		
BFWA 200K	BURLINGAME		
BFWA 200K	BENICIA		
BFWA 200K	WEST HILLS		
BFWA 200K	UKIAH		
BFWA 200K	TUSTIN		
BFWA 200K	SOUTH SAN FRANCISCO		
BFWA 200K	POWAY		
BFWA 200K	MONTEREY PARK		
BFWA 200K	LAKE PORT		
BFWA 200K	CONCORD		
BFWA 200K	CARMICHAEL		
BFWA 200K	ALBY		
BFWA 200K	YREKA		
BFWA 200K	WILMINGTON		
BFWA 200K	WATSONVILLE		
BFWA 200K	VENICE		
BFWA 200K	SUNNYVALE		
BFWA 200K	SOLEDAD		
BFWA 200K	SILVERADO CANYON		
BFWA 200K	SARATOGA		
BFWA 200K	SAN PABLO		
BFWA 200K	SAN LORENZO		
BFWA 200K	PLAYA DEL REY		
BFWA 200K	ONTARIO		
BFWA 200K	HANFORD		
BFWA 200K	FONTANA		

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	DALY CITY		
BFWA 200K	COLTON		
BFWA 200K	WOODLAND		
BFWA 200K	TORRANCE		
BFWA 200K	TERMINAL ISLAND		
BFWA 200K	QUINCY		
BFWA 200K	PIEDMOUNT		
BFWA 200K	OXNARD		
BFWA 200K	OAKLEY		
BFWA 200K	NOVATO		
BFWA 200K	NORCO		
BFWA 200K	NEWARK		
BFWA 200K	MORENO VALLEY		
BFWA 200K	MERCED		
BFWA 200K	LAGUNA NIGUEL		
BFWA 200K	KERMAN		
BFWA 200K	GRASS VALLEY		
BFWA 200K	GONZALES		
BFWA 200K	DUBLIN		
BFWA 200K	DOWNEY		
BFWA 200K	DELANO		
BFWA 200K	CYPRESS		
BFWA 200K	CUPERTINO		
BFWA 200K	COMPTON		
BFWA 200K	CAMPO		
BFWA 200K	ARCADIA		
BFWA 200K	ALISO VIEJO		
BFWA 200K	ALAMEDA		
BFWA 200K	YUBA CITY		
BFWA 200K	YORBA LINDA		
BFWA 200K	YERBA BUENA ISLAND		
BFWA 200K	WILLOWS		
BFWA 200K	WEST COVINA		
BFWA 200K	TRAVIS AFB		
BFWA 200K	TRACY		
BFWA 200K	TRABUCO CANYON		
BFWA 200K	THOUSAND OAKS		
BFWA 200K	TARZANA		
BFWA 200K	SUNOL		
BFWA 200K	SUN VALLEY		
BFWA 200K	SOUTH LAKE TAHOE		
BFWA 200K	SOUTH GATE		
BFWA 200K	SIMI VALLEY		

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	SEPULVEDA		
BFWA 200K	SANTEE		
BFWA 200K	SAN QUENTIN		
BFWA 200K	SAN JUAN CAPISTRANO		
BFWA 200K	ROSEMEAD		
BFWA 200K	ROCKLIN		
BFWA 200K	RIO VISTA		
BFWA 200K	RESEDA		
BFWA 200K	RANCHO SANTA MARGARITA		
BFWA 200K	POMONA		
BFWA 200K	PLACENTIA		
BFWA 200K	PACOIMA		
BFWA 200K	PACIFICA		
BFWA 200K	NORTH HIGHLANDS		
BFWA 200K	NEWHALL		
BFWA 200K	NEW CASTLE		
BFWA 200K	MOUNTAIN VIEW		
BFWA 200K	MARYSVILLE		
BFWA 200K	LOS BANOS		
BFWA 200K	LONG BEACH		
BFWA 200K	LOMITA		
BFWA 200K	LODI		
BFWA 200K	LINCOLN		
BFWA 200K	LAGUNA BEACH		
BFWA 200K	LA MESA		
BFWA 200K	LA JOLLA		
BFWA 200K	INGLEWOOD		
BFWA 200K	HERCULES		
BFWA 200K	HEALDSBURG		
BFWA 200K	GREENVILLE		
BFWA 200K	GREELEY HILL		
BFWA 200K	GLENDALE		
BFWA 200K	FULLERTON		
BFWA 200K	FOWLER		
BFWA 200K	FIREBAUGH		
BFWA 200K	FAIR OAKS		
BFWA 200K	EL SEGUNDO		
BFWA 200K	EL CERRITO		
BFWA 200K	DANVILLE		
BFWA 200K	CULVER CITY		
BFWA 200K	CORONA DEL MAR		
BFWA 200K	CLOVIS		
BFWA 200K	CLEAR LAKE		

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	CASTRO VALLEY		
BFWA 200K	CANOGA PARK		
BFWA 200K	CAMPBELL		
BFWA 200K	CAMARILLO		
BFWA 200K	BYRON		
BFWA 200K	BURBANK		
BFWA 200K	BELL GARDENS		
BFWA 200K	BANNING		
BFWA 200K	ARVIN		
BFWA 200K	ARCATA		
BFWA 200K	YOUNTVILLE		
BFWA 200K	WILLITS		
BFWA 200K	WESTMINSTER		
BFWA 200K	WEST LOS ANGELES		
BFWA 200K	WEAVERVILLE		
BFWA 200K	VILLA PARK		
BFWA 200K	TULARE		
BFWA 200K	TRUCKEE		
BFWA 200K	TRINIDAD		
BFWA 200K	TIBURON		
BFWA 200K	TEHACHAPI		
BFWA 200K	SYLMAR		
BFWA 200K	SUTTER CREEK		
BFWA 200K	SUNSET BEACH		
BFWA 200K	SUISUN CITY		
BFWA 200K	STUDIO CITY		
BFWA 200K	SOUTH PASADENA		
BFWA 200K	SOUTH EL MONTE		
BFWA 200K	SONOMA		
BFWA 200K	SOLANA BEACH		
BFWA 200K	SLOUGHHOUSE		
BFWA 200K	SHASTA		
BFWA 200K	SELMA		
BFWA 200K	SEASIDE		
BFWA 200K	SEAL BEACH		
BFWA 200K	SCOTTS VALLEY		
BFWA 200K	SANTA VENETIA		
BFWA 200K	SANTA PAULA		
BFWA 200K	SANTA BARBARA		
BFWA 200K	SAN MARINO		
BFWA 200K	SAN GABRIEL		
BFWA 200K	SAN DIMAS		
BFWA 200K	SAN CLEMENTE		

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	SAN ANSELMO		
BFWA 200K	SALIDA		
BFWA 200K	SAINT HELENA		
BFWA 200K	RODEO		
BFWA 200K	RIO LINDA		
BFWA 200K	RIO DELL		
BFWA 200K	REEDLEY		
BFWA 200K	REDWAY		
BFWA 200K	RED BLUFF		
BFWA 200K	RANCHO SANTE FE		
BFWA 200K	RANCHO PALOS VERDES		
BFWA 200K	POINT REYES		
BFWA 200K	PLYMOUTH		
BFWA 200K	PLACERVILLE		
BFWA 200K	PIONEER		
BFWA 200K	PINE GROVE		
BFWA 200K	PATTERSON		
BFWA 200K	PACIFIC PALISADES		
BFWA 200K	PACIFIC BEACH		
BFWA 200K	OJAI		
BFWA 200K	OAKDALE		
BFWA 200K	OAK PARK		
BFWA 200K	NORWALK		
BFWA 200K	MURRIETA		
BFWA 200K	MOUNT WILSON		
BFWA 200K	MORGAN HILL		
BFWA 200K	MOORPARK		
BFWA 200K	MONTE VISTA		
BFWA 200K	MONARCH BEACH		
BFWA 200K	MISSION VIEJO		
BFWA 200K	MIRAMAR		
BFWA 200K	MILL VALLEY		
BFWA 200K	MILBRAE		
BFWA 200K	MARIPOSA		
BFWA 200K	MARINA		
BFWA 200K	MARE ISLAND		
BFWA 200K	MANTECA		
BFWA 200K	LIVINGSTON		
BFWA 200K	LIVERMORE		
BFWA 200K	LINDSAY		
BFWA 200K	LEMOORE		
BFWA 200K	LEBEC		
BFWA 200K	LE GRAND		

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	LAWNDALE		
BFWA 200K	LAKE FOREST		
BFWA 200K	LA PALMA		
BFWA 200K	LA GRANGE		
BFWA 200K	KINGSTON		
BFWA 200K	KINGSBURG		
BFWA 200K	KENTFIELD		
BFWA 200K	JAMUL		
BFWA 200K	IONE		
BFWA 200K	IMPERIAL		
BFWA 200K	HUNTINGTON PARK		
BFWA 200K	HUNTINGTON BEACH		
BFWA 200K	HUGHSON		
BFWA 200K	HOPLAND		
BFWA 200K	HIGHLAND		
BFWA 200K	HAY FORK		
BFWA 200K	HAWTHORNE		
BFWA 200K	HARBOR CITY		
BFWA 200K	HAPPY CAMP		
BFWA 200K	GROVER BEACH		
BFWA 200K	GRANADA HILLS		
BFWA 200K	GARBERVILLE		
BFWA 200K	FOUNTAIN VALLEY		
BFWA 200K	FOSTER CITY		
BFWA 200K	FLINTRIDGE		
BFWA 200K	FELTON		
BFWA 200K	ELMAR		
BFWA 200K	EL SOBRANTE		
BFWA 200K	EL PORTAL		
BFWA 200K	EL DORADO HILLS		
BFWA 200K	EL CAMINO		
BFWA 200K	DORRIS		
BFWA 200K	DINUBA		
BFWA 200K	CORTE MADERA		
BFWA 200K	COLUSA		
BFWA 200K	COLMA		
BFWA 200K	COLFAX		
BFWA 200K	COALINGA		
BFWA 200K	CLYDE		
BFWA 200K	CLAYTON		
BFWA 200K	CHESTER		
BFWA 200K	CHATSWORTH		
BFWA 200K	CERES		

Table 6.4.3.2.1 Feature Name	Service Location for BFWA 200K	Meets or Exceeds? Y/N	Document/Location
BFWA 200K	CATHEDRAL CITY		
BFWA 200K	CAPITOLA		
BFWA 200K	CAMINO		
BFWA 200K	BAYSIDE		
BFWA 200K	BURNEY		
BFWA 200K	BUELLTON		
BFWA 200K	BRISBANE		
BFWA 200K	BRENTWOOD		
BFWA 200K	BLUE LAKE		
BFWA 200K	BLACK HAWK		
BFWA 200K	BEVERLY HILLS		
BFWA 200K	BELMONT		
BFWA 200K	ATASCADERO		
BFWA 200K	ANGWIN		
BFWA 200K	ANGELS CAMP		
BFWA 200K	ANDERSON		
BFWA 200K	ALTADENA		

6.4.3.3 BFWA Additional Line Rate Data Channel Service –Service and Features (D)

The State seeks additional high-speed digital data channel interface services higher than that of the Basic and Enhanced Line Rate Data Channel BFWA Services to support connectivity for end-to-end digital data transmission in the unsolicited features section.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10th of a point for a commitment to provide service at each location listed (refer to Section 9.5.3 for weighting. In order for a Bidder to qualify for additional points they must provide a price for each committed location in Section 7.

The Contractor shall identify the following:

- Actual line rate supported for each identified category
- Distance limitations for each line rate
- Applicable SLA for each technology/line rate
- Technology used per location

Contractor may offer the additional line rate data channel services and features detailed in Tables 6.4.3.3.A and 6.4.3.3.B

Table 6.4.3.3.A Additional Line Rate Data Channel Service 200k to 700k – Service and Features (D)

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	San Francisco		
BFWA 200k – 700k	Los Angeles		
BFWA 200k – 700k	Oakland		
BFWA 200k – 700k	Sacramento		
BFWA 200k – 700k	San Diego		
BFWA 200k – 700k	San Jose		
BFWA 200k – 700k	Santa Ana		
BFWA 200k – 700k	Fresno		
BFWA 200k – 700k	Hayward		
BFWA 200k – 700k	Pasadena		
BFWA 200k – 700k	Richmond		
BFWA 200k – 700k	Van Nuys		
BFWA 200k – 700k	Martinez		
BFWA 200k – 700k	Salinas		
BFWA 200k – 700k	Anaheim		
BFWA 200k – 700k	Escondido		
BFWA 200k – 700k	Orange		
BFWA 200k – 700k	Fairfield		
BFWA 200k – 700k	Alhambra		
BFWA 200k – 700k	Riverside		
BFWA 200k – 700k	Ventura		
BFWA 200k – 700k	Redding		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Fremont		
BFWA 200k – 700k	Irvine		
BFWA 200k – 700k	El Monte		
BFWA 200k – 700k	Santa Cruz		
BFWA 200k – 700k	Santa Clara		
BFWA 200k – 700k	Brea		
BFWA 200k – 700k	Vallejo		
BFWA 200k – 700k	Rancho Cordova		
BFWA 200k – 700k	Visalia		
BFWA 200k – 700k	Modesto		
BFWA 200k – 700k	Porterville		
BFWA 200k – 700k	Walnut Creek		
BFWA 200k – 700k	San Bernardino		
BFWA 200k – 700k	Oceanside		
BFWA 200k – 700k	Gardena		
BFWA 200k – 700k	San Rafael		
BFWA 200k – 700k	Oroville		
BFWA 200k – 700k	Berkeley		
BFWA 200k – 700k	Vista		
BFWA 200k – 700k	Vacaville		
BFWA 200k – 700k	Stockton		
BFWA 200k – 700k	El Cajon		
BFWA 200k – 700k	San Pedro		
BFWA 200k – 700k	San Luis Obispo		
BFWA 200k – 700k	San Leandro		
BFWA 200k – 700k	Pleasanton		
BFWA 200k – 700k	Bakersfield		
BFWA 200k – 700k	Santa Rosa		
BFWA 200k – 700k	San Bruno		
BFWA 200k – 700k	Pleasant Hill		
BFWA 200k – 700k	Northridge		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Newport Beach		
BFWA 200k – 700k	Monterey		
BFWA 200k – 700k	Montebello		
BFWA 200k – 700k	West Sacramento		
BFWA 200k – 700k	Laguna Hills		
BFWA 200k – 700k	Elk Grove		
BFWA 200k – 700k	Corona		
BFWA 200k – 700k	Chula Vista		
BFWA 200k – 700k	Carlsbad		
BFWA 200k – 700k	Sonora		
BFWA 200k – 700k	North Hollywood		
BFWA 200k – 700k	Emeryville		
BFWA 200k – 700k	Buena Park		
BFWA 200k – 700k	Turlock		
BFWA 200k – 700k	Sherman Oaks		
BFWA 200k – 700k	Rialto		
BFWA 200k – 700k	Petaluma		
BFWA 200k – 700k	Napa		
BFWA 200k – 700k	Milpitas		
BFWA 200k – 700k	Mather AFB		
BFWA 200k – 700k	Los Gatos		
BFWA 200k – 700k	Los Altos		
BFWA 200k – 700k	Larkspur		
BFWA 200k – 700k	Lafayette		
BFWA 200k – 700k	Folsom		
BFWA 200k – 700k	Eureka		
BFWA 200k – 700k	Davis		
BFWA 200k – 700k	Costa Mesa		
BFWA 200k – 700k	Chico		
BFWA 200k – 700k	Carson		
BFWA 200k – 700k	Auburn		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Antioch		
BFWA 200k – 700k	Woodland Hills		
BFWA 200k – 700k	Union City		
BFWA 200k – 700k	San Martin		
BFWA 200k – 700k	San Marcos		
BFWA 200k – 700k	Redwood City		
BFWA 200k – 700k	Pinole		
BFWA 200k – 700k	Orinda		
BFWA 200k – 700k	National City		
BFWA 200k – 700k	Jackson		
BFWA 200k – 700k	Garden Grove		
BFWA 200k – 700k	El Centro		
BFWA 200k – 700k	Burlingame		
BFWA 200k – 700k	Benicia		
BFWA 200k – 700k	West Hills		
BFWA 200k – 700k	Ukiah		
BFWA 200k – 700k	Tustin		
BFWA 200k – 700k	South San Francisco		
BFWA 200k – 700k	Poway		
BFWA 200k – 700k	Monterey Park		
BFWA 200k – 700k	Lake Port		
BFWA 200k – 700k	Concord		
BFWA 200k – 700k	Carmichael		
BFWA 200k – 700k	Alby		
BFWA 200k – 700k	Yreka		
BFWA 200k – 700k	Wilmington		
BFWA 200k – 700k	Watsonville		
BFWA 200k – 700k	Venice		
BFWA 200k – 700k	Sunnyvale		
BFWA 200k – 700k	Soledad		
BFWA 200k – 700k	Silverado Canyon		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Saratoga		
BFWA 200k – 700k	San Pablo		
BFWA 200k – 700k	San Lorenzo		
BFWA 200k – 700k	Playa Del Rey		
BFWA 200k – 700k	Ontario		
BFWA 200k – 700k	Hanford		
BFWA 200k – 700k	Fontana		
BFWA 200k – 700k	Daly City		
BFWA 200k – 700k	Colton		
BFWA 200k – 700k	Woodland		
BFWA 200k – 700k	Torrance		
BFWA 200k – 700k	Terminal Island		
BFWA 200k – 700k	Quincy		
BFWA 200k – 700k	Piedmont		
BFWA 200k – 700k	Oxnard		
BFWA 200k – 700k	Oakley		
BFWA 200k – 700k	Novato		
BFWA 200k – 700k	Norco		
BFWA 200k – 700k	Newark		
BFWA 200k – 700k	Moreno Valley		
BFWA 200k – 700k	Merced		
BFWA 200k – 700k	Laguna Niguel		
BFWA 200k – 700k	Kerman		
BFWA 200k – 700k	Grass Valley		
BFWA 200k – 700k	Gonzales		
BFWA 200k – 700k	Dublin		
BFWA 200k – 700k	Downey		
BFWA 200k – 700k	Delano		
BFWA 200k – 700k	Cypress		
BFWA 200k – 700k	Cupertino		
BFWA 200k – 700k	Compton		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Campo		
BFWA 200k – 700k	Arcadia		
BFWA 200k – 700k	Aliso Viejo		
BFWA 200k – 700k	Alameda		
BFWA 200k – 700k	Yuba City		
BFWA 200k – 700k	Yorba Linda		
BFWA 200k – 700k	Yerba Buena Island		
BFWA 200k – 700k	Willows		
BFWA 200k – 700k	West Covina		
BFWA 200k – 700k	Travis AFB		
BFWA 200k – 700k	Tracy		
BFWA 200k – 700k	Trabuco Canyon		
BFWA 200k – 700k	Thousand Oaks		
BFWA 200k – 700k	Tarzana		
BFWA 200k – 700k	Sunol		
BFWA 200k – 700k	Sun Valley		
BFWA 200k – 700k	South Lake Tahoe		
BFWA 200k – 700k	South Gate		
BFWA 200k – 700k	Simi Valley		
BFWA 200k – 700k	Sepulveda		
BFWA 200k – 700k	Santee		
BFWA 200k – 700k	San Quentin		
BFWA 200k – 700k	San Juan Capistrano		
BFWA 200k – 700k	Rosemead		
BFWA 200k – 700k	Rocklin		
BFWA 200k – 700k	Rio Vista		
BFWA 200k – 700k	Reseda		
BFWA 200k – 700k	Rancho Santa Margarita		
BFWA 200k – 700k	Pomona		
BFWA 200k – 700k	Placentia		
BFWA 200k – 700k	Pacoima		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Pacifica		
BFWA 200k – 700k	North Highlands		
BFWA 200k – 700k	Newhall		
BFWA 200k – 700k	New Castle		
BFWA 200k – 700k	Mountain View		
BFWA 200k – 700k	Marysville		
BFWA 200k – 700k	Los Banos		
BFWA 200k – 700k	Long Beach		
BFWA 200k – 700k	Lomita		
BFWA 200k – 700k	Lodi		
BFWA 200k – 700k	Lincoln		
BFWA 200k – 700k	Laguna Beach		
BFWA 200k – 700k	La Mesa		
BFWA 200k – 700k	La Jolla		
BFWA 200k – 700k	Inglewood		
BFWA 200k – 700k	Hercules		
BFWA 200k – 700k	Healdsburg		
BFWA 200k – 700k	Greenville		
BFWA 200k – 700k	Greeley Hill		
BFWA 200k – 700k	Glendale		
BFWA 200k – 700k	Fullerton		
BFWA 200k – 700k	Fowler		
BFWA 200k – 700k	Firebaugh		
BFWA 200k – 700k	Fair Oaks		
BFWA 200k – 700k	El Segundo		
BFWA 200k – 700k	El Cerrito		
BFWA 200k – 700k	Danville		
BFWA 200k – 700k	Culver City		
BFWA 200k – 700k	Corona Del Mar		
BFWA 200k – 700k	Clovis		
BFWA 200k – 700k	Clear Lake		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Castro Valley		
BFWA 200k – 700k	Canoga Park		
BFWA 200k – 700k	Campbell		
BFWA 200k – 700k	Camarillo		
BFWA 200k – 700k	Byron		
BFWA 200k – 700k	Burbank		
BFWA 200k – 700k	Bell Gardens		
BFWA 200k – 700k	Banning		
BFWA 200k – 700k	Arvin		
BFWA 200k – 700k	Arcata		
BFWA 200k – 700k	Yountville		
BFWA 200k – 700k	Willits		
BFWA 200k – 700k	Westminster		
BFWA 200k – 700k	West Los Angeles		
BFWA 200k – 700k	Weaverville		
BFWA 200k – 700k	Villa Park		
BFWA 200k – 700k	Tulare		
BFWA 200k – 700k	Truckee		
BFWA 200k – 700k	Trinidad		
BFWA 200k – 700k	Tiburon		
BFWA 200k – 700k	Tehachapi		
BFWA 200k – 700k	Sylmar		
BFWA 200k – 700k	Sutter Creek		
BFWA 200k – 700k	Sunset Beach		
BFWA 200k – 700k	Suisun City		
BFWA 200k – 700k	Studio City		
BFWA 200k – 700k	South Pasadena		
BFWA 200k – 700k	South El Monte		
BFWA 200k – 700k	Sonoma		
BFWA 200k – 700k	Solana Beach		
BFWA 200k – 700k	Sloughhouse		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Shasta		
BFWA 200k – 700k	Selma		
BFWA 200k – 700k	Seaside		
BFWA 200k – 700k	Seal Beach		
BFWA 200k – 700k	Scotts Valley		
BFWA 200k – 700k	Santa Venetia		
BFWA 200k – 700k	Santa Paula		
BFWA 200k – 700k	Santa Barbara		
BFWA 200k – 700k	San Marino		
BFWA 200k – 700k	San Gabriel		
BFWA 200k – 700k	San Dimas		
BFWA 200k – 700k	San Clemente		
BFWA 200k – 700k	San Anselmo		
BFWA 200k – 700k	Salida		
BFWA 200k – 700k	Saint Helena		
BFWA 200k – 700k	Rodeo		
BFWA 200k – 700k	Rio Linda		
BFWA 200k – 700k	Rio Dell		
BFWA 200k – 700k	Reedley		
BFWA 200k – 700k	Redway		
BFWA 200k – 700k	Red Bluff		
BFWA 200k – 700k	Rancho Sante Fe		
BFWA 200k – 700k	Rancho Palos Verdes		
BFWA 200k – 700k	Point Reyes		
BFWA 200k – 700k	Plymouth		
BFWA 200k – 700k	Placerville		
BFWA 200k – 700k	Pioneer		
BFWA 200k – 700k	Pine Grove		
BFWA 200k – 700k	Patterson		
BFWA 200k – 700k	Pacific Palisades		
BFWA 200k – 700k	Pacific Beach		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Ojai		
BFWA 200k – 700k	Oakdale		
BFWA 200k – 700k	Oak Park		
BFWA 200k – 700k	Norwalk		
BFWA 200k – 700k	Murrieta		
BFWA 200k – 700k	Mount Wilson		
BFWA 200k – 700k	Morgan Hill		
BFWA 200k – 700k	Moorpark		
BFWA 200k – 700k	Monte Vista		
BFWA 200k – 700k	Monarch Beach		
BFWA 200k – 700k	Mission Viejo		
BFWA 200k – 700k	Miramar		
BFWA 200k – 700k	Mill Valley		
BFWA 200k – 700k	Milbrae		
BFWA 200k – 700k	Mariposa		
BFWA 200k – 700k	Marina		
BFWA 200k – 700k	Mare Island		
BFWA 200k – 700k	Manteca		
BFWA 200k – 700k	Livingston		
BFWA 200k – 700k	Livermore		
BFWA 200k – 700k	Lindsay		
BFWA 200k – 700k	Lemoore		
BFWA 200k – 700k	Lebec		
BFWA 200k – 700k	Le Grand		
BFWA 200k – 700k	Lawndale		
BFWA 200k – 700k	Lake Forest		
BFWA 200k – 700k	La Palma		
BFWA 200k – 700k	La Grange		
BFWA 200k – 700k	Kingston		
BFWA 200k – 700k	Kingsburg		
BFWA 200k – 700k	Kentfield		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Jamul		
BFWA 200k – 700k	Ione		
BFWA 200k – 700k	Imperial		
BFWA 200k – 700k	Huntington Park		
BFWA 200k – 700k	Huntington Beach		
BFWA 200k – 700k	Hughson		
BFWA 200k – 700k	Hopland		
BFWA 200k – 700k	Highland		
BFWA 200k – 700k	Hay Fork		
BFWA 200k – 700k	Hawthorne		
BFWA 200k – 700k	Harbor City		
BFWA 200k – 700k	Happy Camp		
BFWA 200k – 700k	Grover Beach		
BFWA 200k – 700k	Granada Hills		
BFWA 200k – 700k	Garberville		
BFWA 200k – 700k	Fountain Valley		
BFWA 200k – 700k	Foster City		
BFWA 200k – 700k	Flintridge		
BFWA 200k – 700k	Felton		
BFWA 200k – 700k	Elmar		
BFWA 200k – 700k	El Sobrante		
BFWA 200k – 700k	El Portal		
BFWA 200k – 700k	El Dorado Hills		
BFWA 200k – 700k	El Camino		
BFWA 200k – 700k	Dorris		
BFWA 200k – 700k	Dinuba		
BFWA 200k – 700k	Corte Madera		
BFWA 200k – 700k	Colusa		
BFWA 200k – 700k	Colma		
BFWA 200k – 700k	Colfax		
BFWA 200k – 700k	Coalinga		

Table 6.4.3.3.A Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA 200k – 700k	Clyde		
BFWA 200k – 700k	Clayton		
BFWA 200k – 700k	Chester		
BFWA 200k – 700k	Chatsworth		
BFWA 200k – 700k	Ceres		
BFWA 200k – 700k	Cathedral City		
BFWA 200k – 700k	Capitola		
BFWA 200k – 700k	Camino		
BFWA 200k – 700k	Bayside		
BFWA 200k – 700k	Burney		
BFWA 200k – 700k	Buellton		
BFWA 200k – 700k	Brisbane		
BFWA 200k – 700k	Brentwood		
BFWA 200k – 700k	Blue Lake		
BFWA 200k – 700k	Black Hawk		
BFWA 200k – 700k	Beverly Hills		
BFWA 200k – 700k	Belmont		
BFWA 200k – 700k	Atascadero		
BFWA 200k – 700k	Angwin		
BFWA 200k – 700k	Angels Camp		
BFWA 200k – 700k	Anderson		
BFWA 200k – 700k	Altadena		

Table 6.4.3.3.B Additional Line Rate Data Channel Service over 700k – Service and Features (D)

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	San Francisco		
BFWA over 700k	Los Angeles		
BFWA over 700k	Oakland		
BFWA over 700k	Sacramento		
BFWA over 700k	San Diego		
BFWA over 700k	San Jose		
BFWA over 700k	Santa Ana		
BFWA over 700k	Fresno		
BFWA over 700k	Hayward		
BFWA over 700k	Pasadena		
BFWA over 700k	Richmond		
BFWA over 700k	Van Nuys		
BFWA over 700k	Martinez		
BFWA over 700k	Salinas		
BFWA over 700k	Anaheim		
BFWA over 700k	Escondido		
BFWA over 700k	Orange		
BFWA over 700k	Fairfield		
BFWA over 700k	Alhambra		
BFWA over 700k	Riverside		
BFWA over 700k	Ventura		
BFWA over 700k	Redding		
BFWA over 700k	Fremont		
BFWA over 700k	Irvine		
BFWA over 700k	El Monte		
BFWA over 700k	Santa Cruz		
BFWA over 700k	Santa Clara		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Brea		
BFWA over 700k	Vallejo		
BFWA over 700k	Rancho Cordova		
BFWA over 700k	Visalia		
BFWA over 700k	Modesto		
BFWA over 700k	Porterville		
BFWA over 700k	Walnut Creek		
BFWA over 700k	San Bernardino		
BFWA over 700k	Oceanside		
BFWA over 700k	Gardena		
BFWA over 700k	San Rafael		
BFWA over 700k	Oroville		
BFWA over 700k	Berkeley		
BFWA over 700k	Vista		
BFWA over 700k	Vacaville		
BFWA over 700k	Stockton		
BFWA over 700k	El Cajon		
BFWA over 700k	San Pedro		
BFWA over 700k	San Luis Obispo		
BFWA over 700k	San Leandro		
BFWA over 700k	Pleasanton		
BFWA over 700k	Bakersfield		
BFWA over 700k	Santa Rosa		
BFWA over 700k	San Bruno		
BFWA over 700k	Pleasant Hill		
BFWA over 700k	Northridge		
BFWA over 700k	Newport Beach		
BFWA over 700k	Monterey		
BFWA over 700k	Montebello		
BFWA over 700k	West Sacramento		
BFWA over 700k	Laguna Hills		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Elk Grove		
BFWA over 700k	Corona		
BFWA over 700k	Chula Vista		
BFWA over 700k	Carlsbad		
BFWA over 700k	Sonora		
BFWA over 700k	North Hollywood		
BFWA over 700k	Emeryville		
BFWA over 700k	Buena Park		
BFWA over 700k	Turlock		
BFWA over 700k	Sherman Oaks		
BFWA over 700k	Rialto		
BFWA over 700k	Petaluma		
BFWA over 700k	Napa		
BFWA over 700k	Milpitas		
BFWA over 700k	Mather AFB		
BFWA over 700k	Los Gatos		
BFWA over 700k	Los Altos		
BFWA over 700k	Larkspur		
BFWA over 700k	Lafayette		
BFWA over 700k	Folsom		
BFWA over 700k	Eureka		
BFWA over 700k	Davis		
BFWA over 700k	Costa Mesa		
BFWA over 700k	Chico		
BFWA over 700k	Carson		
BFWA over 700k	Auburn		
BFWA over 700k	Antioch		
BFWA over 700k	Woodland Hills		
BFWA over 700k	Union City		
BFWA over 700k	San Martin		
BFWA over 700k	San Marcos		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Redwood City		
BFWA over 700k	Pinole		
BFWA over 700k	Orinda		
BFWA over 700k	National City		
BFWA over 700k	Jackson		
BFWA over 700k	Garden Grove		
BFWA over 700k	El Centro		
BFWA over 700k	Burlingame		
BFWA over 700k	Benicia		
BFWA over 700k	West Hills		
BFWA over 700k	Ukiah		
BFWA over 700k	Tustin		
BFWA over 700k	South San Francisco		
BFWA over 700k	Poway		
BFWA over 700k	Monterey Park		
BFWA over 700k	Lake Port		
BFWA over 700k	Concord		
BFWA over 700k	Carmichael		
BFWA over 700k	Alby		
BFWA over 700k	Yreka		
BFWA over 700k	Wilmington		
BFWA over 700k	Watsonville		
BFWA over 700k	Venice		
BFWA over 700k	Sunnyvale		
BFWA over 700k	Soledad		
BFWA over 700k	Silverado Canyon		
BFWA over 700k	Saratoga		
BFWA over 700k	San Pablo		
BFWA over 700k	San Lorenzo		
BFWA over 700k	Playa Del Rey		
BFWA over 700k	Ontario		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Hanford		
BFWA over 700k	Fontana		
BFWA over 700k	Daly City		
BFWA over 700k	Colton		
BFWA over 700k	Woodland		
BFWA over 700k	Torrance		
BFWA over 700k	Terminal Island		
BFWA over 700k	Quincy		
BFWA over 700k	Piedmont		
BFWA over 700k	Oxnard		
BFWA over 700k	Oakley		
BFWA over 700k	Novato		
BFWA over 700k	Norco		
BFWA over 700k	Newark		
BFWA over 700k	Moreno Valley		
BFWA over 700k	Merced		
BFWA over 700k	Laguna Niguel		
BFWA over 700k	Kerman		
BFWA over 700k	Grass Valley		
BFWA over 700k	Gonzales		
BFWA over 700k	Dublin		
BFWA over 700k	Downey		
BFWA over 700k	Delano		
BFWA over 700k	Cypress		
BFWA over 700k	Cupertino		
BFWA over 700k	Compton		
BFWA over 700k	Campo		
BFWA over 700k	Arcadia		
BFWA over 700k	Aliso Viejo		
BFWA over 700k	Alameda		
BFWA over 700k	Yuba City		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Yorba Linda		
BFWA over 700k	Yerba Buena Island		
BFWA over 700k	Willows		
BFWA over 700k	West Covina		
BFWA over 700k	Travis AFB		
BFWA over 700k	Tracy		
BFWA over 700k	Trabuco Canyon		
BFWA over 700k	Thousand Oaks		
BFWA over 700k	Tarzana		
BFWA over 700k	Sunol		
BFWA over 700k	Sun Valley		
BFWA over 700k	South Lake Tahoe		
BFWA over 700k	South Gate		
BFWA over 700k	Simi Valley		
BFWA over 700k	Sepulveda		
BFWA over 700k	Santee		
BFWA over 700k	San Quentin		
BFWA over 700k	San Juan Capistrano		
BFWA over 700k	Rosemead		
BFWA over 700k	Rocklin		
BFWA over 700k	Rio Vista		
BFWA over 700k	Reseda		
BFWA over 700k	Rancho Santa Margarita		
BFWA over 700k	Pomona		
BFWA over 700k	Placentia		
BFWA over 700k	Pacoima		
BFWA over 700k	Pacific		
BFWA over 700k	North Highlands		
BFWA over 700k	Newhall		
BFWA over 700k	New Castle		
BFWA over 700k	Mountain View		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Marysville		
BFWA over 700k	Los Banos		
BFWA over 700k	Long Beach		
BFWA over 700k	Lomita		
BFWA over 700k	Lodi		
BFWA over 700k	Lincoln		
BFWA over 700k	Laguna Beach		
BFWA over 700k	La Mesa		
BFWA over 700k	La Jolla		
BFWA over 700k	Inglewood		
BFWA over 700k	Hercules		
BFWA over 700k	Healdsburg		
BFWA over 700k	Greenville		
BFWA over 700k	Greeley Hill		
BFWA over 700k	Glendale		
BFWA over 700k	Fullerton		
BFWA over 700k	Fowler		
BFWA over 700k	Firebaugh		
BFWA over 700k	Fair Oaks		
BFWA over 700k	El Segundo		
BFWA over 700k	El Cerrito		
BFWA over 700k	Danville		
BFWA over 700k	Culver City		
BFWA over 700k	Corona Del Mar		
BFWA over 700k	Clovis		
BFWA over 700k	Clear Lake		
BFWA over 700k	Castro Valley		
BFWA over 700k	Canoga Park		
BFWA over 700k	Campbell		
BFWA over 700k	Camarillo		
BFWA over 700k	Byron		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Burbank		
BFWA over 700k	Bell Gardens		
BFWA over 700k	Banning		
BFWA over 700k	Arvin		
BFWA over 700k	Arcata		
BFWA over 700k	Yountville		
BFWA over 700k	Willits		
BFWA over 700k	Westminster		
BFWA over 700k	West Los Angeles		
BFWA over 700k	Weaverville		
BFWA over 700k	Villa Park		
BFWA over 700k	Tulare		
BFWA over 700k	Truckee		
BFWA over 700k	Trinidad		
BFWA over 700k	Tiburon		
BFWA over 700k	Tehachapi		
BFWA over 700k	Sylmar		
BFWA over 700k	Sutter Creek		
BFWA over 700k	Sunset Beach		
BFWA over 700k	Suisun City		
BFWA over 700k	Studio City		
BFWA over 700k	South Pasadena		
BFWA over 700k	South El Monte		
BFWA over 700k	Sonoma		
BFWA over 700k	Solana Beach		
BFWA over 700k	Sloughhouse		
BFWA over 700k	Shasta		
BFWA over 700k	Selma		
BFWA over 700k	Seaside		
BFWA over 700k	Seal Beach		
BFWA over 700k	Scotts Valley		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Santa Venetia		
BFWA over 700k	Santa Paula		
BFWA over 700k	Santa Barbara		
BFWA over 700k	San Marino		
BFWA over 700k	San Gabriel		
BFWA over 700k	San Dimas		
BFWA over 700k	San Clemente		
BFWA over 700k	San Anselmo		
BFWA over 700k	Salida		
BFWA over 700k	Saint Helena		
BFWA over 700k	Rodeo		
BFWA over 700k	Rio Linda		
BFWA over 700k	Rio Dell		
BFWA over 700k	Reedley		
BFWA over 700k	Redway		
BFWA over 700k	Red Bluff		
BFWA over 700k	Rancho Sante Fe		
BFWA over 700k	Rancho Palos Verdes		
BFWA over 700k	Point Reyes		
BFWA over 700k	Plymouth		
BFWA over 700k	Placerville		
BFWA over 700k	Pioneer		
BFWA over 700k	Pine Grove		
BFWA over 700k	Patterson		
BFWA over 700k	Pacific Palisades		
BFWA over 700k	Pacific Beach		
BFWA over 700k	Ojai		
BFWA over 700k	Oakdale		
BFWA over 700k	Oak Park		
BFWA over 700k	Norwalk		
BFWA over 700k	Murrieta		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Mount Wilson		
BFWA over 700k	Morgan Hill		
BFWA over 700k	Moorpark		
BFWA over 700k	Monte Vista		
BFWA over 700k	Monarch Beach		
BFWA over 700k	Mission Viejo		
BFWA over 700k	Miramar		
BFWA over 700k	Mill Valley		
BFWA over 700k	Milbrae		
BFWA over 700k	Mariposa		
BFWA over 700k	Marina		
BFWA over 700k	Mare Island		
BFWA over 700k	Manteca		
BFWA over 700k	Livingston		
BFWA over 700k	Livermore		
BFWA over 700k	Lindsay		
BFWA over 700k	Lemoore		
BFWA over 700k	Lebec		
BFWA over 700k	Le Grand		
BFWA over 700k	Lawndale		
BFWA over 700k	Lake Forest		
BFWA over 700k	La Palma		
BFWA over 700k	La Grange		
BFWA over 700k	Kingston		
BFWA over 700k	Kingsburg		
BFWA over 700k	Kentfield		
BFWA over 700k	Jamul		
BFWA over 700k	Ione		
BFWA over 700k	Imperial		
BFWA over 700k	Huntington Park		
BFWA over 700k	Huntington Beach		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Hughson		
BFWA over 700k	Hopland		
BFWA over 700k	Highland		
BFWA over 700k	Hay Fork		
BFWA over 700k	Hawthorne		
BFWA over 700k	Harbor City		
BFWA over 700k	Happy Camp		
BFWA over 700k	Grover Beach		
BFWA over 700k	Granada Hills		
BFWA over 700k	Garberville		
BFWA over 700k	Fountain Valley		
BFWA over 700k	Foster City		
BFWA over 700k	Flintridge		
BFWA over 700k	Felton		
BFWA over 700k	Elmar		
BFWA over 700k	El Sobrante		
BFWA over 700k	El Portal		
BFWA over 700k	El Dorado Hills		
BFWA over 700k	El Camino		
BFWA over 700k	Dorris		
BFWA over 700k	Dinuba		
BFWA over 700k	Corte Madera		
BFWA over 700k	Colusa		
BFWA over 700k	Colma		
BFWA over 700k	Colfax		
BFWA over 700k	Coalinga		
BFWA over 700k	Clyde		
BFWA over 700k	Clayton		
BFWA over 700k	Chester		
BFWA over 700k	Chatsworth		
BFWA over 700k	Ceres		

Table 6.4.3.3.B Feature Name	BFWA Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
BFWA over 700k	Cathedral City		
BFWA over 700k	Capitola		
BFWA over 700k	Camino		
BFWA over 700k	Bayside		
BFWA over 700k	Burney		
BFWA over 700k	Buellton		
BFWA over 700k	Brisbane		
BFWA over 700k	Brentwood		
BFWA over 700k	Blue Lake		
BFWA over 700k	Black Hawk		
BFWA over 700k	Beverly Hills		
BFWA over 700k	Belmont		
BFWA over 700k	Atascadero		
BFWA over 700k	Angwin		
BFWA over 700k	Angels Camp		
BFWA over 700k	Anderson		
BFWA over 700k	Altadena		

6.4.4 WIRELINE DATA CHANNEL SERVICES (M-O)

The Contractor shall provide the services described below.

6.4.4.1 Wireline Data Channel Basic Line Rate Service (M-O)

The Contractor shall provide data channel delivery services to support digital data transmission. This service shall be used to provide land based wireline connection for one end of any end-to-end solution. This service shall be provisioned only with the BFWA Data Channel Basic or Enhanced Line Rate Services and shall not be installed at both ends of any data channel.

The State is not dictating the method of delivery or technology that makes up this service. This service may use, but is not limited to DSL, DS1, Fractional DS1, DS3, Fractional DS3, Ethernet, SONET, or any combination to augment geographic coverage or bandwidth.

Although the State is not dictating the method of delivery, the Contractor shall not transport the Wireline Data Basic Channel Line Rate Service over the public Internet.

The service provided by the Contractor shall include the following:

- Intrastate Service
- Encryption
- The service shall be open Standards based and in accordance with, at a minimum, ITUT, IEEE, ETSI

Quality of Service Objectives:

Availability shall be 99.2 percent and shall be met through adherence to the following measurements:

- Line average throughput not less than 100Kbps
- Packet loss shall be less than .5 percent
- Jitter shall be less than 15 milliseconds in all cases
- Latency shall not be greater than 130 ms round trip

The Contractor shall provide this service Statewide.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the e service detailed in Table 6.4.4.1.a.

Table 6.4.4.1.a Wireline Data Channel Basic Line Rate Service (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Wireline Data Channel Basic Line Rate	Wireline data channel solution at an average throughput of 100Kbps		
Bidder's Description:			
Wireline Port	Port for connection to BFWA access		
Bidder's Description:			
Wireline Connection	Local access connection		
Bidder's Description:			
Wireline Mileage	Mileage associated with Statewide delivery		
Bidder's Description:			

Contractor may offer the wireline data channel basic line rate service detailed in Table 6.4.4.1.b.

Table 6.4.4.1.b Wireline Data Channel Basic Line Rate Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
Multipoint Capability	A data communications link that interconnects 3 or more endpoints		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.4.4.2 Wireline Data Channel Enhanced Line Rate Service (M-O)

The Contractor shall provide data channel delivery services to support digital data transmission. This service shall be used to provide land based wireline connection for one end of any end-to-end solution. This service shall be provisioned only with the BFWA Data Channel Basic or Enhanced Line Rate Services and shall not be installed at both ends of any data channel.

The State is not dictating the method of delivery or technology that makes up this service. This service may include, at a minimum: DSL, DS1, Fractional DS1, DS3, Fractional DS3, Ethernet, SONET, or any combination to augment geographic coverage or bandwidth.

Although the State is not specifying the network configuration or technology, the Contractor shall not transport the following service over the public Internet.

The service provided by the Contractor shall include the following:

- Intrastate Service
- Encryption
- Open Standards Based Network Interface

The service shall be open Standards based and in accordance with, at a minimum, any of the Standards bodies listed: ITUT, IEEE, ETSI.

Quality of Service Objectives:

Availability shall be 99.2 percent and shall be met through adherence to the following measurements:

- Line average throughput not less than 200Kbps
- Packet loss shall be less than .5 percent
- Jitter shall be less than 15 milliseconds in all cases
- Latency shall not be greater than 130 ms round trip

Geographic Requirements

The Contractor shall provide this service Statewide.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Contractor shall offer the service detailed in Table 6.4.4.2.a.

Table 6.4.4.2.a Wireline Data Channel Enhanced Line Rate Service (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Wireline Data Channel Enhance Line Rate	Wireline data channel solution as a service at 200Kbps		
Bidder's Description:			
Wireline Port	Port for connection to BFWA access		
Bidder's Description:			
Wireline Connection	Local access connection		
Bidder's Description:			
Wireline Mileage	Mileage associated with Statewide delivery		
Bidder's Description:			

Contractor may offer the wireline data channel service detailed in Table 6.4.4.2.b.

Table 6.4.4.2.b Wireline Data Channel Line Rate Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Multipoint Capability	A data communications link that interconnects 3 or more endpoints		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.4.3 Wireline Additional Line Rate Data Channel Service – Service and Features (D)

The State seeks additional high-speed digital data channel interface services higher than that of the Basic and Enhanced Line Rate Data Channel Wireline Services to support connectivity for end-to-end digital data transmission in the unsolicited features section.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10th of a point for a commitment to provide service at each location listed (refer to Section 9.5.3 for weighting. In order for a Bidder to qualify for additional points they must provide a price for each committed location in Section 7.

The Contractor shall identify the following:

- Actual line rate supported for each identified category
- Transport type
- Applicable SLA for each technology/line rate

Contractor may offer the additional line rate data channel services and features detailed in Tables 6.4.4.3.A and 6.4.4.3.B

Table 6.4.4.3.A Additional Wireline Line Rate Data Channel Service 200k – 700k – Service and Features (D)

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	San Francisco		
Wireline 200k – 700k	Los Angeles		
Wireline 200k – 700k	Oakland		
Wireline 200k – 700k	Sacramento		
Wireline 200k – 700k	San Diego		
Wireline 200k – 700k	San Jose		
Wireline 200k – 700k	Santa Ana		
Wireline 200k – 700k	Fresno		
Wireline 200k – 700k	Hayward		
Wireline 200k – 700k	Pasadena		
Wireline 200k – 700k	Richmond		
Wireline 200k – 700k	Van Nuys		
Wireline 200k – 700k	Martinez		
Wireline 200k – 700k	Salinas		
Wireline 200k – 700k	Anaheim		
Wireline 200k – 700k	Escondido		
Wireline 200k – 700k	Orange		
Wireline 200k – 700k	Fairfield		
Wireline 200k – 700k	Alhambra		
Wireline 200k – 700k	Riverside		
Wireline 200k – 700k	Ventura		
Wireline 200k – 700k	Redding		
Wireline 200k – 700k	Fremont		
Wireline 200k – 700k	Irvine		
Wireline 200k – 700k	El Monte		
Wireline 200k – 700k	Santa Cruz		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Santa Clara		
Wireline 200k – 700k	Brea		
Wireline 200k – 700k	Vallejo		
Wireline 200k – 700k	Rancho Cordova		
Wireline 200k – 700k	Visalia		
Wireline 200k – 700k	Modesto		
Wireline 200k – 700k	Porterville		
Wireline 200k – 700k	Walnut Creek		
Wireline 200k – 700k	San Bernardino		
Wireline 200k – 700k	Oceanside		
Wireline 200k – 700k	Gardena		
Wireline 200k – 700k	San Rafael		
Wireline 200k – 700k	Oroville		
Wireline 200k – 700k	Berkeley		
Wireline 200k – 700k	Vista		
Wireline 200k – 700k	Vacaville		
Wireline 200k – 700k	Stockton		
Wireline 200k – 700k	El Cajon		
Wireline 200k – 700k	San Pedro		
Wireline 200k – 700k	San Luis Obispo		
Wireline 200k – 700k	San Leandro		
Wireline 200k – 700k	Pleasanton		
Wireline 200k – 700k	Bakersfield		
Wireline 200k – 700k	Santa Rosa		
Wireline 200k – 700k	San Bruno		
Wireline 200k – 700k	Pleasant Hill		
Wireline 200k – 700k	Northridge		
Wireline 200k – 700k	Newport Beach		
Wireline 200k – 700k	Monterey		
Wireline 200k – 700k	Montebello		
Wireline 200k – 700k	West Sacramento		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Laguna Hills		
Wireline 200k – 700k	Elk Grove		
Wireline 200k – 700k	Corona		
Wireline 200k – 700k	Chula Vista		
Wireline 200k – 700k	Carlsbad		
Wireline 200k – 700k	Sonora		
Wireline 200k – 700k	North Hollywood		
Wireline 200k – 700k	Emeryville		
Wireline 200k – 700k	Buena Park		
Wireline 200k – 700k	Turlock		
Wireline 200k – 700k	Sherman Oaks		
Wireline 200k – 700k	Rialto		
Wireline 200k – 700k	Petaluma		
Wireline 200k – 700k	Napa		
Wireline 200k – 700k	Milpitas		
Wireline 200k – 700k	Mather AFB		
Wireline 200k – 700k	Los Gatos		
Wireline 200k – 700k	Los Altos		
Wireline 200k – 700k	Larkspur		
Wireline 200k – 700k	Lafayette		
Wireline 200k – 700k	Folsom		
Wireline 200k – 700k	Eureka		
Wireline 200k – 700k	Davis		
Wireline 200k – 700k	Costa Mesa		
Wireline 200k – 700k	Chico		
Wireline 200k – 700k	Carson		
Wireline 200k – 700k	Auburn		
Wireline 200k – 700k	Antioch		
Wireline 200k – 700k	Woodland Hills		
Wireline 200k – 700k	Union City		
Wireline 200k – 700k	San Martin		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	San Marcos		
Wireline 200k – 700k	Redwood City		
Wireline 200k – 700k	Pinole		
Wireline 200k – 700k	Orinda		
Wireline 200k – 700k	National City		
Wireline 200k – 700k	Jackson		
Wireline 200k – 700k	Garden Grove		
Wireline 200k – 700k	El Centro		
Wireline 200k – 700k	Burlingame		
Wireline 200k – 700k	Benicia		
Wireline 200k – 700k	West Hills		
Wireline 200k – 700k	Ukiah		
Wireline 200k – 700k	Tustin		
Wireline 200k – 700k	South San Francisco		
Wireline 200k – 700k	Poway		
Wireline 200k – 700k	Monterey Park		
Wireline 200k – 700k	Lake Port		
Wireline 200k – 700k	Concord		
Wireline 200k – 700k	Carmichael		
Wireline 200k – 700k	Alby		
Wireline 200k – 700k	Yreka		
Wireline 200k – 700k	Wilmington		
Wireline 200k – 700k	Watsonville		
Wireline 200k – 700k	Venice		
Wireline 200k – 700k	Sunnyvale		
Wireline 200k – 700k	Soledad		
Wireline 200k – 700k	Silverado Canyon		
Wireline 200k – 700k	Saratoga		
Wireline 200k – 700k	San Pablo		
Wireline 200k – 700k	San Lorenzo		
Wireline 200k – 700k	Playa Del Rey		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Ontario		
Wireline 200k – 700k	Hanford		
Wireline 200k – 700k	Fontana		
Wireline 200k – 700k	Daly City		
Wireline 200k – 700k	Colton		
Wireline 200k – 700k	Woodland		
Wireline 200k – 700k	Torrance		
Wireline 200k – 700k	Terminal Island		
Wireline 200k – 700k	Quincy		
Wireline 200k – 700k	Piedmont		
Wireline 200k – 700k	Oxnard		
Wireline 200k – 700k	Oakley		
Wireline 200k – 700k	Novato		
Wireline 200k – 700k	Norco		
Wireline 200k – 700k	Newark		
Wireline 200k – 700k	Moreno Valley		
Wireline 200k – 700k	Merced		
Wireline 200k – 700k	Laguna Niguel		
Wireline 200k – 700k	Kerman		
Wireline 200k – 700k	Grass Valley		
Wireline 200k – 700k	Gonzales		
Wireline 200k – 700k	Dublin		
Wireline 200k – 700k	Downey		
Wireline 200k – 700k	Delano		
Wireline 200k – 700k	Cypress		
Wireline 200k – 700k	Cupertino		
Wireline 200k – 700k	Compton		
Wireline 200k – 700k	Campo		
Wireline 200k – 700k	Arcadia		
Wireline 200k – 700k	Aliso Viejo		
Wireline 200k – 700k	Alameda		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Yuba City		
Wireline 200k – 700k	Yorba Linda		
Wireline 200k – 700k	Yerba Buena Island		
Wireline 200k – 700k	Willows		
Wireline 200k – 700k	West Covina		
Wireline 200k – 700k	Travis AFB		
Wireline 200k – 700k	Tracy		
Wireline 200k – 700k	Trabuco Canyon		
Wireline 200k – 700k	Thousand Oaks		
Wireline 200k – 700k	Tarzana		
Wireline 200k – 700k	Sunol		
Wireline 200k – 700k	Sun Valley		
Wireline 200k – 700k	South Lake Tahoe		
Wireline 200k – 700k	South Gate		
Wireline 200k – 700k	Simi Valley		
Wireline 200k – 700k	Sepulveda		
Wireline 200k – 700k	Santee		
Wireline 200k – 700k	San Quentin		
Wireline 200k – 700k	San Juan Capistrano		
Wireline 200k – 700k	Rosemead		
Wireline 200k – 700k	Rocklin		
Wireline 200k – 700k	Rio Vista		
Wireline 200k – 700k	Reseda		
Wireline 200k – 700k	Rancho Santa Margarita		
Wireline 200k – 700k	Pomona		
Wireline 200k – 700k	Placentia		
Wireline 200k – 700k	Pacoima		
Wireline 200k – 700k	Pacifica		
Wireline 200k – 700k	North Highlands		
Wireline 200k – 700k	Newhall		
Wireline 200k – 700k	New Castle		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Mountain View		
Wireline 200k – 700k	Marysville		
Wireline 200k – 700k	Los Banos		
Wireline 200k – 700k	Long Beach		
Wireline 200k – 700k	Lomita		
Wireline 200k – 700k	Lodi		
Wireline 200k – 700k	Lincoln		
Wireline 200k – 700k	Laguna Beach		
Wireline 200k – 700k	La Mesa		
Wireline 200k – 700k	La Jolla		
Wireline 200k – 700k	Inglewood		
Wireline 200k – 700k	Hercules		
Wireline 200k – 700k	Healdsburg		
Wireline 200k – 700k	Greenville		
Wireline 200k – 700k	Greeley Hill		
Wireline 200k – 700k	Glendale		
Wireline 200k – 700k	Fullerton		
Wireline 200k – 700k	Fowler		
Wireline 200k – 700k	Firebaugh		
Wireline 200k – 700k	Fair Oaks		
Wireline 200k – 700k	El Segundo		
Wireline 200k – 700k	El Cerrito		
Wireline 200k – 700k	Danville		
Wireline 200k – 700k	Culver City		
Wireline 200k – 700k	Corona Del Mar		
Wireline 200k – 700k	Clovis		
Wireline 200k – 700k	Clear Lake		
Wireline 200k – 700k	Castro Valley		
Wireline 200k – 700k	Canoga Park		
Wireline 200k – 700k	Campbell		
Wireline 200k – 700k	Camarillo		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Byron		
Wireline 200k – 700k	Burbank		
Wireline 200k – 700k	Bell Gardens		
Wireline 200k – 700k	Banning		
Wireline 200k – 700k	Arvin		
Wireline 200k – 700k	Arcata		
Wireline 200k – 700k	Yountville		
Wireline 200k – 700k	Willits		
Wireline 200k – 700k	Westminster		
Wireline 200k – 700k	West Los Angeles		
Wireline 200k – 700k	Weaverville		
Wireline 200k – 700k	Villa Park		
Wireline 200k – 700k	Tulare		
Wireline 200k – 700k	Truckee		
Wireline 200k – 700k	Trinidad		
Wireline 200k – 700k	Tiburon		
Wireline 200k – 700k	Tehachapi		
Wireline 200k – 700k	Sylmar		
Wireline 200k – 700k	Sutter Creek		
Wireline 200k – 700k	Sunset Beach		
Wireline 200k – 700k	Suisun City		
Wireline 200k – 700k	Studio City		
Wireline 200k – 700k	South Pasadena		
Wireline 200k – 700k	South El Monte		
Wireline 200k – 700k	Sonoma		
Wireline 200k – 700k	Solana Beach		
Wireline 200k – 700k	Sloughhouse		
Wireline 200k – 700k	Shasta		
Wireline 200k – 700k	Selma		
Wireline 200k – 700k	Seaside		
Wireline 200k – 700k	Seal Beach		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Scotts Valley		
Wireline 200k – 700k	Santa Venetia		
Wireline 200k – 700k	Santa Paula		
Wireline 200k – 700k	Santa Barbara		
Wireline 200k – 700k	San Marino		
Wireline 200k – 700k	San Gabriel		
Wireline 200k – 700k	San Dimas		
Wireline 200k – 700k	San Clemente		
Wireline 200k – 700k	San Anselmo		
Wireline 200k – 700k	Salida		
Wireline 200k – 700k	Saint Helena		
Wireline 200k – 700k	Rodeo		
Wireline 200k – 700k	Rio Linda		
Wireline 200k – 700k	Rio Dell		
Wireline 200k – 700k	Reedley		
Wireline 200k – 700k	Redway		
Wireline 200k – 700k	Red Bluff		
Wireline 200k – 700k	Rancho Sante Fe		
Wireline 200k – 700k	Rancho Palos Verdes		
Wireline 200k – 700k	Point Reyes		
Wireline 200k – 700k	Plymouth		
Wireline 200k – 700k	Placerville		
Wireline 200k – 700k	Pioneer		
Wireline 200k – 700k	Pine Grove		
Wireline 200k – 700k	Patterson		
Wireline 200k – 700k	Pacific Palisades		
Wireline 200k – 700k	Pacific Beach		
Wireline 200k – 700k	Ojai		
Wireline 200k – 700k	Oakdale		
Wireline 200k – 700k	Oak Park		
Wireline 200k – 700k	Norwalk		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Murrieta		
Wireline 200k – 700k	Mount Wilson		
Wireline 200k – 700k	Morgan Hill		
Wireline 200k – 700k	Moorpark		
Wireline 200k – 700k	Monte Vista		
Wireline 200k – 700k	Monarch Beach		
Wireline 200k – 700k	Mission Viejo		
Wireline 200k – 700k	Miramar		
Wireline 200k – 700k	Mill Valley		
Wireline 200k – 700k	Milbrae		
Wireline 200k – 700k	Mariposa		
Wireline 200k – 700k	Marina		
Wireline 200k – 700k	Mare Island		
Wireline 200k – 700k	Manteca		
Wireline 200k – 700k	Livingston		
Wireline 200k – 700k	Livermore		
Wireline 200k – 700k	Lindsay		
Wireline 200k – 700k	Lemoore		
Wireline 200k – 700k	Lebec		
Wireline 200k – 700k	Le Grand		
Wireline 200k – 700k	Lawndale		
Wireline 200k – 700k	Lake Forest		
Wireline 200k – 700k	La Palma		
Wireline 200k – 700k	La Grange		
Wireline 200k – 700k	Kingston		
Wireline 200k – 700k	Kingsburg		
Wireline 200k – 700k	Kentfield		
Wireline 200k – 700k	Jamul		
Wireline 200k – 700k	Ione		
Wireline 200k – 700k	Imperial		
Wireline 200k – 700k	Huntington Park		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Huntington Beach		
Wireline 200k – 700k	Hughson		
Wireline 200k – 700k	Hopland		
Wireline 200k – 700k	Highland		
Wireline 200k – 700k	Hay Fork		
Wireline 200k – 700k	Hawthorne		
Wireline 200k – 700k	Harbor City		
Wireline 200k – 700k	Happy Camp		
Wireline 200k – 700k	Grover Beach		
Wireline 200k – 700k	Granada Hills		
Wireline 200k – 700k	Garberville		
Wireline 200k – 700k	Fountain Valley		
Wireline 200k – 700k	Foster City		
Wireline 200k – 700k	Flintridge		
Wireline 200k – 700k	Felton		
Wireline 200k – 700k	Elmar		
Wireline 200k – 700k	El Sobrante		
Wireline 200k – 700k	El Portal		
Wireline 200k – 700k	El Dorado Hills		
Wireline 200k – 700k	El Camino		
Wireline 200k – 700k	Dorris		
Wireline 200k – 700k	Dinuba		
Wireline 200k – 700k	Corte Madera		
Wireline 200k – 700k	Colusa		
Wireline 200k – 700k	Colma		
Wireline 200k – 700k	Colfax		
Wireline 200k – 700k	Coalinga		
Wireline 200k – 700k	Clyde		
Wireline 200k – 700k	Clayton		
Wireline 200k – 700k	Chester		
Wireline 200k – 700k	Chatsworth		

Table 6.4.4.3.A Feature Name	Wireline Additional Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline 200k – 700k	Ceres		
Wireline 200k – 700k	Cathedral City		
Wireline 200k – 700k	Capitola		
Wireline 200k – 700k	Camino		
Wireline 200k – 700k	Bayside		
Wireline 200k – 700k	Burney		
Wireline 200k – 700k	Buellton		
Wireline 200k – 700k	Brisbane		
Wireline 200k – 700k	Brentwood		
Wireline 200k – 700k	Blue Lake		
Wireline 200k – 700k	Black Hawk		
Wireline 200k – 700k	Beverly Hills		
Wireline 200k – 700k	Belmont		
Wireline 200k – 700k	Atascadero		
Wireline 200k – 700k	Angwin		
Wireline 200k – 700k	Angels Camp		
Wireline 200k – 700k	Anderson		
Wireline 200k – 700k	Altadena		

Table 6.4.4.3.b Additional Wireline Line Rate Data Channel Service Over 700k – Service and Features (D)

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	San Francisco		
Wireline over 700k	Los Angeles		
Wireline over 700k	Oakland		
Wireline over 700k	Sacramento		
Wireline over 700k	San Diego		
Wireline over 700k	San Jose		
Wireline over 700k	Santa Ana		
Wireline over 700k	Fresno		
Wireline over 700k	Hayward		
Wireline over 700k	Pasadena		
Wireline over 700k	Richmond		
Wireline over 700k	Van Nuys		
Wireline over 700k	Martinez		
Wireline over 700k	Salinas		
Wireline over 700k	Anaheim		
Wireline over 700k	Escondido		
Wireline over 700k	Orange		
Wireline over 700k	Fairfield		
Wireline over 700k	Alhambra		
Wireline over 700k	Riverside		
Wireline over 700k	Ventura		
Wireline over 700k	Redding		
Wireline over 700k	Fremont		
Wireline over 700k	Irvine		
Wireline over 700k	El Monte		
Wireline over 700k	Santa Cruz		
Wireline over 700k	Santa Clara		
Wireline over 700k	Brea		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Vallejo		
Wireline over 700k	Rancho Cordova		
Wireline over 700k	Visalia		
Wireline over 700k	Modesto		
Wireline over 700k	Porterville		
Wireline over 700k	Walnut Creek		
Wireline over 700k	San Bernardino		
Wireline over 700k	Oceanside		
Wireline over 700k	Gardena		
Wireline over 700k	San Rafael		
Wireline over 700k	Oroville		
Wireline over 700k	Berkeley		
Wireline over 700k	Vista		
Wireline over 700k	Vacaville		
Wireline over 700k	Stockton		
Wireline over 700k	El Cajon		
Wireline over 700k	San Pedro		
Wireline over 700k	San Luis Obispo		
Wireline over 700k	San Leandro		
Wireline over 700k	Pleasanton		
Wireline over 700k	Bakersfield		
Wireline over 700k	Santa Rosa		
Wireline over 700k	San Bruno		
Wireline over 700k	Pleasant Hill		
Wireline over 700k	Northridge		
Wireline over 700k	Newport Beach		
Wireline over 700k	Monterey		
Wireline over 700k	Montebello		
Wireline over 700k	West Sacramento		
Wireline over 700k	Laguna Hills		
Wireline over 700k	Elk Grove		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Corona		
Wireline over 700k	Chula Vista		
Wireline over 700k	Carlsbad		
Wireline over 700k	Sonora		
Wireline over 700k	North Hollywood		
Wireline over 700k	Emeryville		
Wireline over 700k	Buena Park		
Wireline over 700k	Turlock		
Wireline over 700k	Sherman Oaks		
Wireline over 700k	Rialto		
Wireline over 700k	Petaluma		
Wireline over 700k	Napa		
Wireline over 700k	Milpitas		
Wireline over 700k	Mather AFB		
Wireline over 700k	Los Gatos		
Wireline over 700k	Los Altos		
Wireline over 700k	Larkspur		
Wireline over 700k	Lafayette		
Wireline over 700k	Folsom		
Wireline over 700k	Eureka		
Wireline over 700k	Davis		
Wireline over 700k	Costa Mesa		
Wireline over 700k	Chico		
Wireline over 700k	Carson		
Wireline over 700k	Auburn		
Wireline over 700k	Antioch		
Wireline over 700k	Woodland Hills		
Wireline over 700k	Union City		
Wireline over 700k	San Martin		
Wireline over 700k	San Marcos		
Wireline over 700k	Redwood City		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Pinole		
Wireline over 700k	Orinda		
Wireline over 700k	National City		
Wireline over 700k	Jackson		
Wireline over 700k	Garden Grove		
Wireline over 700k	El Centro		
Wireline over 700k	Burlingame		
Wireline over 700k	Benicia		
Wireline over 700k	West Hills		
Wireline over 700k	Ukiah		
Wireline over 700k	Tustin		
Wireline over 700k	South San Francisco		
Wireline over 700k	Poway		
Wireline over 700k	Monterey Park		
Wireline over 700k	Lake Port		
Wireline over 700k	Concord		
Wireline over 700k	Carmichael		
Wireline over 700k	Alby		
Wireline over 700k	Yreka		
Wireline over 700k	Wilmington		
Wireline over 700k	Watsonville		
Wireline over 700k	Venice		
Wireline over 700k	Sunnyvale		
Wireline over 700k	Soledad		
Wireline over 700k	Silverado Canyon		
Wireline over 700k	Saratoga		
Wireline over 700k	San Pablo		
Wireline over 700k	San Lorenzo		
Wireline over 700k	Playa Del Rey		
Wireline over 700k	Ontario		
Wireline over 700k	Hanford		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Fontana		
Wireline over 700k	Daly City		
Wireline over 700k	Colton		
Wireline over 700k	Woodland		
Wireline over 700k	Torrance		
Wireline over 700k	Terminal Island		
Wireline over 700k	Quincy		
Wireline over 700k	Piedmont		
Wireline over 700k	Oxnard		
Wireline over 700k	Oakley		
Wireline over 700k	Novato		
Wireline over 700k	Norco		
Wireline over 700k	Newark		
Wireline over 700k	Moreno Valley		
Wireline over 700k	Merced		
Wireline over 700k	Laguna Niguel		
Wireline over 700k	Kerman		
Wireline over 700k	Grass Valley		
Wireline over 700k	Gonzales		
Wireline over 700k	Dublin		
Wireline over 700k	Downey		
Wireline over 700k	Delano		
Wireline over 700k	Cypress		
Wireline over 700k	Cupertino		
Wireline over 700k	Compton		
Wireline over 700k	Campo		
Wireline over 700k	Arcadia		
Wireline over 700k	Aliso Viejo		
Wireline over 700k	Alameda		
Wireline over 700k	Yuba City		
Wireline over 700k	Yorba Linda		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Yerba Buena Island		
Wireline over 700k	Willows		
Wireline over 700k	West Covina		
Wireline over 700k	Travis AFB		
Wireline over 700k	Tracy		
Wireline over 700k	Trabuco Canyon		
Wireline over 700k	Thousand Oaks		
Wireline over 700k	Tarzana		
Wireline over 700k	Sunol		
Wireline over 700k	Sun Valley		
Wireline over 700k	South Lake Tahoe		
Wireline over 700k	South Gate		
Wireline over 700k	Simi Valley		
Wireline over 700k	Sepulveda		
Wireline over 700k	Santee		
Wireline over 700k	San Quentin		
Wireline over 700k	San Juan Capistrano		
Wireline over 700k	Rosemead		
Wireline over 700k	Rocklin		
Wireline over 700k	Rio Vista		
Wireline over 700k	Reseda		
Wireline over 700k	Rancho Santa Margarita		
Wireline over 700k	Pomona		
Wireline over 700k	Placentia		
Wireline over 700k	Pacoima		
Wireline over 700k	Pacific		
Wireline over 700k	North Highlands		
Wireline over 700k	Newhall		
Wireline over 700k	New Castle		
Wireline over 700k	Mountain View		
Wireline over 700k	Marysville		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Los Banos		
Wireline over 700k	Long Beach		
Wireline over 700k	Lomita		
Wireline over 700k	Lodi		
Wireline over 700k	Lincoln		
Wireline over 700k	Laguna Beach		
Wireline over 700k	La Mesa		
Wireline over 700k	La Jolla		
Wireline over 700k	Inglewood		
Wireline over 700k	Hercules		
Wireline over 700k	Healdsburg		
Wireline over 700k	Greenville		
Wireline over 700k	Greeley Hill		
Wireline over 700k	Glendale		
Wireline over 700k	Fullerton		
Wireline over 700k	Fowler		
Wireline over 700k	Firebaugh		
Wireline over 700k	Fair Oaks		
Wireline over 700k	El Segundo		
Wireline over 700k	El Cerrito		
Wireline over 700k	Danville		
Wireline over 700k	Culver City		
Wireline over 700k	Corona Del Mar		
Wireline over 700k	Clovis		
Wireline over 700k	Clear Lake		
Wireline over 700k	Castro Valley		
Wireline over 700k	Canoga Park		
Wireline over 700k	Campbell		
Wireline over 700k	Camarillo		
Wireline over 700k	Byron		
Wireline over 700k	Burbank		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Bell Gardens		
Wireline over 700k	Banning		
Wireline over 700k	Arvin		
Wireline over 700k	Arcata		
Wireline over 700k	Yountville		
Wireline over 700k	Willits		
Wireline over 700k	Westminster		
Wireline over 700k	West Los Angeles		
Wireline over 700k	Weaverville		
Wireline over 700k	Villa Park		
Wireline over 700k	Tulare		
Wireline over 700k	Truckee		
Wireline over 700k	Trinidad		
Wireline over 700k	Tiburon		
Wireline over 700k	Tehachapi		
Wireline over 700k	Sylmar		
Wireline over 700k	Sutter Creek		
Wireline over 700k	Sunset Beach		
Wireline over 700k	Suisun City		
Wireline over 700k	Studio City		
Wireline over 700k	South Pasadena		
Wireline over 700k	South El Monte		
Wireline over 700k	Sonoma		
Wireline over 700k	Solana Beach		
Wireline over 700k	Sloughhouse		
Wireline over 700k	Shasta		
Wireline over 700k	Selma		
Wireline over 700k	Seaside		
Wireline over 700k	Seal Beach		
Wireline over 700k	Scotts Valley		
Wireline over 700k	Santa Venetia		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Santa Paula		
Wireline over 700k	Santa Barbara		
Wireline over 700k	San Marino		
Wireline over 700k	San Gabriel		
Wireline over 700k	San Dimas		
Wireline over 700k	San Clemente		
Wireline over 700k	San Anselmo		
Wireline over 700k	Salida		
Wireline over 700k	Saint Helena		
Wireline over 700k	Rodeo		
Wireline over 700k	Rio Linda		
Wireline over 700k	Rio Dell		
Wireline over 700k	Reedley		
Wireline over 700k	Redway		
Wireline over 700k	Red Bluff		
Wireline over 700k	Rancho Sante Fe		
Wireline over 700k	Rancho Palos Verdes		
Wireline over 700k	Point Reyes		
Wireline over 700k	Plymouth		
Wireline over 700k	Placerville		
Wireline over 700k	Pioneer		
Wireline over 700k	Pine Grove		
Wireline over 700k	Patterson		
Wireline over 700k	Pacific Palisades		
Wireline over 700k	Pacific Beach		
Wireline over 700k	Ojai		
Wireline over 700k	Oakdale		
Wireline over 700k	Oak Park		
Wireline over 700k	Norwalk		
Wireline over 700k	Murrieta		
Wireline over 700k	Mount Wilson		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Morgan Hill		
Wireline over 700k	Moorpark		
Wireline over 700k	Monte Vista		
Wireline over 700k	Monarch Beach		
Wireline over 700k	Mission Viejo		
Wireline over 700k	Miramar		
Wireline over 700k	Mill Valley		
Wireline over 700k	Milbrae		
Wireline over 700k	Mariposa		
Wireline over 700k	Marina		
Wireline over 700k	Mare Island		
Wireline over 700k	Manteca		
Wireline over 700k	Livingston		
Wireline over 700k	Livermore		
Wireline over 700k	Lindsay		
Wireline over 700k	Lemoore		
Wireline over 700k	Lebec		
Wireline over 700k	Le Grand		
Wireline over 700k	Lawndale		
Wireline over 700k	Lake Forest		
Wireline over 700k	La Palma		
Wireline over 700k	La Grange		
Wireline over 700k	Kingston		
Wireline over 700k	Kingsburg		
Wireline over 700k	Kentfield		
Wireline over 700k	Jamul		
Wireline over 700k	Ione		
Wireline over 700k	Imperial		
Wireline over 700k	Huntington Park		
Wireline over 700k	Huntington Beach		
Wireline over 700k	Hughson		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Hopland		
Wireline over 700k	Highland		
Wireline over 700k	Hay Fork		
Wireline over 700k	Hawthorne		
Wireline over 700k	Harbor City		
Wireline over 700k	Happy Camp		
Wireline over 700k	Grover Beach		
Wireline over 700k	Granada Hills		
Wireline over 700k	Garberville		
Wireline over 700k	Fountain Valley		
Wireline over 700k	Foster City		
Wireline over 700k	Flintridge		
Wireline over 700k	Felton		
Wireline over 700k	Elmar		
Wireline over 700k	El Sobrante		
Wireline over 700k	El Portal		
Wireline over 700k	El Dorado Hills		
Wireline over 700k	El Camino		
Wireline over 700k	Dorris		
Wireline over 700k	Dinuba		
Wireline over 700k	Corte Madera		
Wireline over 700k	Colusa		
Wireline over 700k	Colma		
Wireline over 700k	Colfax		
Wireline over 700k	Coalinga		
Wireline over 700k	Clyde		
Wireline over 700k	Clayton		
Wireline over 700k	Chester		
Wireline over 700k	Chatsworth		
Wireline over 700k	Ceres		
Wireline over 700k	Cathedral City		

Table 6.4.4.3.B Feature Name	Additional Wireline Line Rate Data Channel Service	Meets or Exceeds? Y/N	Document/Location
Wireline over 700k	Capitola		
Wireline over 700k	Camino		
Wireline over 700k	Bayside		
Wireline over 700k	Burney		
Wireline over 700k	Buellton		
Wireline over 700k	Brisbane		
Wireline over 700k	Brentwood		
Wireline over 700k	Blue Lake		
Wireline over 700k	Black Hawk		
Wireline over 700k	Beverly Hills		
Wireline over 700k	Belmont		
Wireline over 700k	Atascadero		
Wireline over 700k	Angwin		
Wireline over 700k	Angels Camp		
Wireline over 700k	Anderson		
Wireline over 700k	Altadena		

6.4.5 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management. Training shall be provided for:

- **Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract; and training for the new services provided during Migration (Section 6.4.16)
- **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Sections 6.4.5.2)
- **Contract Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements required by the Contractor (Sections 6.4.5.3)

General Considerations for all Training:

- All costs for training designated mandatory in the RFP shall be factored into the Contract services rates
- All training shall be conducted within 25 miles or less of Customer or DTS/ONS locations or as mutually agreed upon
- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable
- All training to be conducted at the appropriate level predicated on Customer knowledge, Requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed shall be determined by mutual agreement between the DTS/ONS and the Contractor, and/or the Customer and the Contractor
- The use of “web based” instructor-led or self-paced distance learning, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DTS/ONS and/or the Customer
- For complex services, where specialized expertise and knowledge is required to conduct Contract oversight responsibilities by DTS/ONS staff, training shall consist of small instructor led hands-on workshops where process are demonstrated and the trainees replicate the processes presented, along with providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento locations mutually agreed upon.
- Orientation and Training core curriculum, materials, schedules and other pertinent data shall be identified and provided as part of the Migration Plan (see Section 6.4.16.1)
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (see Section 6.4.5.4)
- All requests for modifications to training shall be submitted to DTS/ONS and shall be jointly agreed between the Contractor and DTS/ONS

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.5.1 Orientation and Training (M)

Customer/End-Users

Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new services provided during the Migration.

The content, method and amount of orientation shall be detailed in the Migration Plan. After award, the plan shall be reviewed, and the final orientation training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Customer may request reasonable modifications from DTS/ONS if needed to suit their business needs.

The Orientation and Training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Customer/End-User Orientation and Training shall include, but is not limited to the following:

- Use of products and services and Contractor provided Equipment
- Invoicing system(s) and processes
- Ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements

DTS/ONS

Contractor shall offer and provide to the DTS/ONS, Orientation and Training for the Contract administrative responsibilities (i.e., management tools, reporting and invoicing processes and methods) and training for new services ordered/provisioned during Migration, as requested. The content, method and amount of general orientation training for DTS/ONS shall be detailed in the initial Migration Plan. After award, the plan shall be reviewed and the final Orientation and Training shall be as mutually agreed between the Contractor and DTS/ONS.

The Orientation and Training shall be held at the DTS/ONS premises except training that is not conducive to on-site training, as determined by DTS/ONS.

DTS/ONS Orientation and Training shall include, at a minimum:

- Proposed products and services and general operational Requirements
- Use of products and services and Contractor provided Equipment
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business and practices and procedures, and Customer service expectations
- Migration and implementation planning
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Ordering and trouble reporting processes
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements
- Network and technology orientation

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.5.2 Contract Services Training (M)

Contractor shall offer and provide training to Customers and End-Users for new or replacement services ordered/provisioned during the Contract.

Training shall be provided as part of the standard service order provisioning process. The Customer may request reasonable modifications DTS/ONS to the training plan based upon their business needs. Refresher training shall be available for Contractor installed services. The content, method and amount of training for new or replacement services shall be part of the ongoing Training Plan as outlined in Section 6.4.5.4. Additional types of training may be proposed besides those outlined below.

The training shall be held at the Customer's premises except for those instances where training on-site is not conducive, or for which grouped (multiple Agency) training would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Contract Services Training shall include but is not limited to the following:

- Proposed products and services and general operational Requirements
- Use of products and services and Contractor provided Equipment
- Invoicing system(s) and processes
- Ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements
- Overview of Contract Requirements and Appendix B, Model Contract Language

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.5.3 Contract Management Training (M)

The Contractor shall provide Contract Management Training on the terms and conditions and Requirements of the Contract which will enable the DTS/ONS to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the Contract on an ongoing basis. This includes delivered services, invoicing systems, service performance; assess and identify fiscal management issues; and perform other required Contract oversight functions.

The training shall be held at the DTS/ONS premises unless otherwise mutually agreed upon.

The training shall be provided to DTS/ONS staff assigned Contract oversight responsibilities and shall be made available at the apprentice, skilled, and expert level. The content, method, proposed skill level and frequency of training shall be mutually agreed upon between the Contractor and the DTS/ONS, and included in the Training Plan as outlined in Section 6.4.5.4. Additional training may be proposed in addition to those outlined below.

Contract Management Training shall include but is not limited to the following:

- Proposed products and services and general operational Requirements
- Use of products and services and Contractor provided Equipment
- Overview of Contract Requirements and Appendix B, Model Contact Language
- Contractor business practices and procedures, and Customer service expectations
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Ordering and trouble reporting processes
- Various management reports and corresponding Software applications
- Identification, application, and Contract Requirements of Service Level Agreements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.5.4 Training Plan (M)

In response to the RFP the Contractor shall provide a Training Plan that includes all offered General Training Requirements except for the Orientation and Training which shall be included in the Migration Plan as referenced in Section 6.4.5.1 and 6.4.16.1. The Training Plan shall include, but is not limited to the following:

- Description for each category of training; identify who will conduct the training, the training content, the collateral materials, what methods would be used, the frequency, and the proposed locations that training would be conducted. Include a brief summary of the content to be provided in the training. Identify any required collateral training materials
- Include how the Contractor expects to maintain communication with the DTS/ONS to help ensure effective Contract education and training on an on-going basis
- Include any other pertinent information the Bidder wishes to offer

In addition to the foregoing, the Training Plan:

- Shall be finalized within 30 calendar days after Contract award. The submitted Training Plan shall be reviewed by DTS/ONS. Final training course curriculum and content, attendee reports, marketing of training classes, schedules, and other related activities shall be jointly coordinated with the Contractor.
- The final Training Plan shall be as mutually agreed between the Contractor and DTS/ONS. The DTS/ONS may request reasonable modifications if needed to meet the State's business needs.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.4.5.5 Training Oversight & Coordination (M)

The DTS/ONS may assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or observe training to monitor participation and student evaluation to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and subcontractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.4.8.5, Marketing Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ *No* _____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.4.6 OTHER SERVICES (M-O)

6.4.6.1 Cable And Wire Services (M-O)

This Module includes provisions for simple inside wiring services specifically associated with provisioning of Module 4 services, and services related to hourly support as described below and are limited to Module 4 service provisioning only.

6.4.6.1.1 Low Voltage Simple Wiring Services, Service Entrance, and Extended Termination (M-O)

The Contractor shall provide simple wiring services to support the BFWA and network services covered by this Module for all Customer occupied buildings where services under this Contract are being offered. Simple wiring services are wire/cable related activities required to extend the termination point to the Customer defined jack location or cross-connect point from the Contractor to Customer Handoff (CCH) or provide connection to BFWA Data Communications Equipment (DCE) termination points. Simple wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Simple wiring shall also include associated trouble shooting, testing and labeling. Simple wiring services are limited to the following:

- Installation of cabling for extending network interfaces from the CCH location to the Customer's point of utilization
- Installation of cross connects or rearrangement of existing jumpers
- Identification and testing of existing cabling beyond the CCH to the Customer's Equipment location
- BFWA DCE to CCH
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete simple wiring from the CCH to the extended Termination location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site

- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff
- Upon written release provided by either the Customer or by DTS/ONS

Contractor shall provide a price in Section 7 (Costs) as provided for within the cost table for all labor and materials required for simple wiring services necessary to complete the provisioning of service extension. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for extended Termination detailed in Cost Table 6.4.6.1.1.

Cost Table 6.4.6.1.1 Low Voltage Simple Wiring Services, Service Entrance, and Extended Termination (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Termination - Copper	Wiring services to extend Facilities from the Contractor's Termination to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Bidder's Description			
Extended Termination - Optical Fiber Link	Wiring services to extend Facilities from the Contractor's Termination to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only.		
Bidder's Description			

6.4.6.1.2 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.4.6.1.2 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

- Installation of cabling for extending services from the HC to the Customer's station location.
- Identification and testing of existing cabling.

The Contractor shall not be required to complete Station wiring if:

- The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

The Contractor shall provide a price in RFP Section 7 (Costs) for all labor and materials required for horizontal station wiring necessary to complete the provisioning as described in this Section. The Contractor shall provide one price for each media or task identified.

Wiring shall be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

One exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one cable at each location if desired.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.4.6.1.2.

Cost Table 6.4.6.1.2 Station Wiring Services(D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Optical Fiber-IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated.		
Bidder's Description			

6.4.6.1.3 Inside Wiring Services (D)

The Contractor shall provide inside wiring services to support the services covered by RFP Section 6.4.6.1.3 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.4.6.1.3.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.4.6.1.3.

Cost Table 6.4.6.1.3 Inside Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling– Installer-Inside Wiring	Labor only; Installer properly trained to install cabling related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Inside wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Optical Fiber-Inside Wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section.		
Bidder's Description			
Design Engineer	Labor only; BICSI RCDD Certified Design Engineer		
Bidder's Description			

6.4.6.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.4.6.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate for labor to diagnose and repair contracted services.

All materials shall be provided on a cost-plus basis. The Bidder shall identify the standardized markup for all materials in the cost table of Section 7.

The rates identified shall only be used for the diagnosis and repair of contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Table 6.4.6.2 Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field technician properly trained to an expert level for the service being dispatched		
Bidder's Description:			

6.4.7 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M)

Contractor shall provide Customer Premise Equipment (CPE) under the CALNET II only to support the specific network services provided by this Module at the prices provided by the Bidder in Section 7 for the associated Services and features (CPE prices are to be included in the Service or feature price).

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.4.8 END-USER SUPPORT (M)

This section describes the support responsibilities of the Contractor and DTS/ONS for activities related to Customer acquisition of telecommunications services as defined in this Module. The Bidder's response must demonstrate its understanding of each Requirement and submit a business model that details the strategy, staff, and resources that will be used to meet Requirements. A statement of understanding or commitment to meet or exceed is not sufficient.

6.4.8.1 General Requirements (M)

This document specifically identifies services provided through the Contract that have been approved (contracted) with individual pricing and specific feature definition. Additional service items not itemized, priced, and defined must be submitted with pricing and service definition to DTS/ONS and approved by DTS/ONS and the Department of General Services before the service can be ordered/provisioned through this Contract.

The DTS/ONS will oversee the use of the Contract by Customers, and will delegate authority to Agencies to submit requests for certain services directly to the Contractor. The DTS/ONS may also designate some services as non-delegated and require DTS/ONS review and approval prior to Agency acquisition. The DTS/ONS will use Contractor provided management reports and periodic random Agency audits to monitor and administer Contract compliance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____page_____paragraph_____

Description:

6.4.8.1.1 General DTS/ONS Responsibilities

The DTS/ONS has broad authority and oversight for State telecommunications, particularly the Contract that will result from the award of this RFP. The DTS/ONS considers the best interests of the State as a whole when making decisions and determining its strategies. This includes focus on those policies and activities that emphasize the State's core competencies, "economy of scale" impacts, and other related concerns as outlined in the CALNET II Vision in Section 4. These activities include, at a minimum:

- Continuous review and where possible, renegotiation of Contract pricing based on periodic monitoring of industry pricing strategies and related factors
- Contract management oversight to monitor effectiveness, and to audit Contractor adherence to Contract Requirements
- Assess operational Requirements of State Agencies to help eliminate unnecessary telecommunications related redundancies and duplication of effort between State Agencies
- Provide administrative management for contract(s), policies, directives, Standards, and augmentation of new services
- Make decisions on Agency requests for approval for exemptions to existing contracts, and on delegation requests
- Respond to service issues beyond the scope of the Contract
- Perform periodic audits of State and local governmental Agency bills to ensure accuracy based on the terms and conditions of the Contract and to ensure cost effectiveness of service selection for Agency application

6.4.8.1.2 Contractor's General Responsibilities (M)

As associated with the services to be provided, Contractor will, at a minimum and at no cost to the State:

- Provide staff to perform as the principal business and technical resource for information on pricing, features, and feature interactions/restrictions. This staff shall be available on demand by telephone and to participate in meetings to answer questions about contracted services. Contractor will ensure that Contractor's staff, including subcontractors and Affiliates, are trained on Contract services and are knowledgeable on Contract terms and conditions
- Provide Documentation/reports in a timely manner as requested on pricing, features, feature interactions/restrictions and other information related to management of the Contract
- Use the State database of Agency designated Agency Telecommunications Representatives (ATRs) to determine their fiscal authority to order service
- Provide sufficient staff and resources throughout the Term of the Contract consistent with the terms and conditions thereof
- Where specific Requirements in Sections 6.4.8.2, 6.4.8.3 and 6.4.8.4 calls for mutual agreement between the Customer and Contractor and agreement is not reached, the Contractor shall contact DTS/STND for final decision

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.8.2 Planning (M)

Contractor shall, at a minimum and at no cost to the State:

- Perform overall planning coordination activities related to service implementation
- Provide End-User service assessments to optimize the structure and implementation planning detail for selected Contract services as mutually agreed upon if necessary for Service(s) ordered
- Provide, and update as necessary, a project plan detailing all resources (cost, staff, etc.), scope (tasks), and scheduling (with constraints) necessary to implement service as mutually agreed upon if necessary for Service(s) ordered
- Provide information to the Agency regarding proprietary Equipment that must be purchased separately

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.8.3 Design (M)

Contractor shall, at a minimum and at no cost to the State:

- Collect information and conduct End-User service assessments and complete associated service request documents
- Provide design recommendations and critical feature interactions with Documentation to the Agency for review as mutually agreed upon if necessary for Service(s) ordered
- Analyze Agency service requests and determine facility Requirements
- Determine network interconnection Requirements of service requests
- Determine the required functions to perform transmission, distribution, and switching applications

- Determine required network management applications and interface Requirements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.8.4 Provisioning and Implementation Requirements (M)

Customers will place service orders through electronic means, or by direct provisioning of services procured through this Contract. Customer posted electronic service orders shall be processed on a less than one-day cycle.

Contractor shall, at a minimum at no cost to the State:

- Provide the State with a means to order services as described in Section 6.4.8.4
- Perform all activities associated with the receipt, logging, task identification, scheduling, and completion notification of Agency service requests
- Develop and enter data, and maintain an inventory of Agency services to support the tools and reports described in Section 6.4.14
- Provide an electronic means of receiving valid service orders from agents of authorized Customers
- Provide a means to validate that the Customer is authorized to initiate a service request based on the current ATR master file
- Provide a positive acknowledgment of receipt of a valid Customer service request

- Provide status information to Customers on the progress of service requests initiated by the Customer
- Provide DTS/ONS with service implementation management reports that include, at a minimum, a listing of requests and the implementation interval for each request as described in Section 6.4.12.3
- Define the necessary interface Requirements for existing End-User CPE to connect to the Contractor-provided services
- Coordinate the service installation with the Customer contact as identified by the Agency ATR. This includes scheduling, hosting, coordinating, and documenting minutes of coordination meetings as appropriate
- Develop comprehensive Implementation Plans and schedules that minimize disruption of the current Customer's telecommunications system
- Prepare service acceptance plans that specify Requirements for functional testing, load testing, and cut-over testing of Contractor provided services as mutually agreed upon if necessary for Service(s) ordered
- Prepare floor plans showing jack locations and jack numbers and identify the "Unique Service Identifier" next to the appropriate jack location on the floor plans as mutually agreed upon if necessary for Service(s) ordered
- Provide DTS/ONS staff web access for service activity monitoring

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.8.5 Marketing Requirements (M)

The DTS/ONS will approve all Contractor's CALNET II marketing materials and, at DTS/ONS's discretion, will be present on marketing calls to Agencies. Contractor shall employ industry accepted marketing practices to inform Agencies of the availability and benefits of contracted services. Contractor will submit marketing plans for approval within 90 calendar days of Contract award and annually thereafter, except as described below. There will be no cost associated with the collaborative marketing plans, and the marketing plans will include, at a minimum, the following provisions:

- Contract-marketing activities are limited to the approved contracted services
- As part of its contractual obligation to assist Agencies in business planning, the Contractor may discuss technology applications or solutions with Customers. The Contractor shall not present services that are not available on the Contract in a manner that implies to the Customer the service will be made contractually available. If Contractor is unsure on the status of proposed services it has submitted to the State for consideration, or if a service will qualify for inclusion on the Contract, the Contractor shall contact DTS/ONS for clarification
- Marketing brochures and materials for contracted services must be approved by the DTS/ONS prior to distribution
- Joint State/Contractor planning and training and State verification that validates that marketing representatives have been trained on Contract services, and knowledgeable on Contract terms and conditions
- Detailed monthly Customer profiles which include Agency identification, Customer (End-User) service locations, service types (by service identifier number), billing telephone number, quantity per service type, and unique service identifiers for each service provided at each Customer location. Reports will be submitted in accordance with Section 6.4.13.2
- Detailed monthly reports on Contract usage for State and local government. Reports will be submitted in accordance with Sections 6.4.13 and 6.4.14
- Establishing a joint forum, within 90 calendar days of Contract award and annually thereafter, for Contractor and DTS/ONS market planning to enhance Contract utilization. DTS/ONS or Contractor may convene a marketing forum to address marketing planning

- Marketing plan must ensure compliance with terms and condition of the Contract

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9 INVOICING SERVICES (M)

Contractor shall provide invoices and supporting reports for all of the products, services, and features provided for CALNET II. Invoices will be provided in multiple media and in accordance with the formats described in this Section 6.4.9.

Contractor will be responsible for the accuracy, timeliness, and content of the invoices from Contractor's subcontractors and business partners.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1 Invoicing System for Data Services (M)

Contractor shall provide a billing system that produces invoices that are accurate and easy to verify by Customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges, and cross-reference data. The Contractor shall render individual bills directly to any Agency that is authorized to use the Contract by DTS/ONS no later than 15 Business Days after the end of the billing cycle.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.1 Invoicing System Requirements (M)

The Contractor's billing system shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) at no cost to the Customer
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, or nodes within the department

- Upon receipt of a service disconnect request the closing bill details shall be generated on the next billing cycle
- Ability to charge for a previous month(s) service and provide the accurate dates of service
- Invoice summary reports
- Ability to add new services and invoice accurately
- The Contractor shall provide Customers with the option to receive and pay monthly billing for contracted services via electronic transmission following the American National Standards Institute (ANSI) standard format for telecommunications invoicing
- Once a service is implemented and accepted, charges shall be applied no later than the next billing cycle
- Provide a toll free number for contracted services billing related questions and/or adjustments. Contractor staff must be knowledgeable with the contracted Service Rates and applicable terms and conditions of the Contract to effectively respond to Customer billing inquiries

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.2 Flexible Billing Cycles (D)

The Contractor's billing system may include flexible billing cycles as a desirable feature at no additional cost.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.3 Addition of New Fields (D)

Contractor may add new fields to any section of the invoice upon request from DTS/ONS.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.4 Automated Refund (D)

Contractor may provide an automated refund when a service discontinuation occurs and there is a remaining credit balance. Customers shall not be responsible for refund initiation and the refund is to be reflected on the same account number of invoice. Refunds shall be issued to Customer within 60 calendar days on the date of account closure.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.5 Customer Management Software (D)

Contractor may provide a Software program for Customer billing data analysis and management reporting.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.6 DTS/ONS Report Management (D)

DTS/ONS to have the capability to run management reports from the invoicing system (primarily inventory, rebates, and monitoring accuracy of the invoicing).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.7 Invoice Content Requirements (M)

The Contractor's invoices shall include the following:

- Itemized charges for the service provided in one section of the invoice
- Specific and detailed descriptions that identify the debits and credits applied to an invoice
- Legends of all invoicing codes and line items
- Itemized list of monthly recurring service charges and non-recurring charges
- Ability to accommodate SLA rebates with a clear description (amount of rebate, type of rebate, ticket #, unique identifier, and dates)

- “Current Charges” identified on the first page of the invoice will reflect the Contractor’s expectation for payment. All debits and credits posted to the current invoice shall equal the “Current Charges”
- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due
- Reference the State’s Service Request (STD.20) number or the local government’s purchase order number (PON) for related order activity
- Contractor will add to invoices all applicable federal, state and local tax and surcharges as allowed by this Contract
- Provide cross-reference detail (when applicable)
- Contract Number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS’s satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10, in addition:

- The amount of the late payment charge shall be as set forth in the Government Code Sections 927.6 & 927.7. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in the California Prompt Payment Act, Government Code Sections 927 et seq. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to those service taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS

- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices
- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage-based services be billed in six second increments

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.2 Fraud Detection and Monitoring Services (M)

The Contractor shall provide a Fraud Detection and Monitoring Services available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor’s Fraud Detection and Monitoring Services shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State’s vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is

considered the theft of services or deliberate misuse of data networks by perpetrator's whose intention is to completely avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs associated with fraudulent usage.

Examples of fraud include:

- Spoofing
- Access intrusion

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

The Customer shall be entitled to billing credits for up to three (3) years from the time of invoice billing date. Contractor shall issue credits within 60 days of customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.4 Invoice Audits (M)**6.4.9.4.1 Audits (M)**

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative Agencies (e.g.; Department of General Services, Bureau of State Audits, Department of Justice, court orders, etc.) with copies of billing records without a billed State Agency's authorization for audit purposes at no fee to the State or Agency.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.4.2 Contractor Invoice Audit Responsibility (M)

The Contractor shall respond to DTS/ONS requests for billing verification at the Contractor's expense within 30 calendar days of receipt of request. The verification process will include providing issue/action logs and statistics to DTS/ONS as well as each Agency associated with the invoice(s) in question. Formal audits may be requested in accordance with the terms and conditions set forth in the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.5 Administrative Fee Collection (M)

The Contractor shall, on behalf of DTS/ONS, bill and collect a Contract administrative fee as determined by DTS/ONS for any and all contracted services ordered under this Contract. This fee shall be included within the amount charged to those Agencies obtaining service from the new CALNET II Contract. DTS/ONS may consider applying percentages and/or flat rates, or a combination thereof, to services as alternative methods. The final determination shall be made by DTS/ONS.

The Contractor shall remit payment to DTS/ONS based on the administrative fees billed to Agencies, no later than 60 calendar days after the end of each calendar month that a bill is rendered. For example, administrative fees billed for services on a January invoice shall be paid to DTS/ONS by March 30th. The payment shall be remitted on a monthly basis at no additional cost to DTS/ONS. The Contractor shall also provide detailed reports on administrative fees billed as defined in Fiscal Management, Section 6.4.13.2.2 (DTS/ONS Detail of Services Billed Report) and Section 6.4.13.2.3 (DTS/ONS Detail of Services Billed By Agency Report) and shall provide the reports at the same time the electronic fund transfer notification is received. Both the reports and the administrative fee electronic fund transfer notification must be received to satisfy the administrative fee collection process Requirement. The administrative fee reimbursement amount shall appear on the fiscal management reports.

Where the Contractor must make adjustments to administrative fee monies, the Contractor shall submit reports equivalent to the reports in Fiscal Management, Section 6.4.13.2.2 and 6.4.13.2.3 to substantiate such adjustment. The amount may be adjusted on a subsequent reimbursement payment.

The Contractor is required to remit administrative fee revenues to DTS/ONS for as long as the Contractor provides services that are ordered under the Contract. This includes the Contract Term and Transition period to new Contract services.

Service Level Agreements (SLA) will apply if administrative fee payment and reports in Section 6.4.13.2.2 and Section 6.4.13.2.3 are not received within 60 calendar days from the end of each calendar month that a bill is rendered.

The administrative fee rate may be adjusted annually or as otherwise deemed necessary by DTS/ONS.

DTS/ONS, in the absence of sufficient administrative fees, shall implement an administrative fee increase equal to the Consumer Price Index (CPI) over the relevant Contract Term should an increase be required to fund DTS/ONS activities or DTS/ONS funded State offices and activities. For this Contract the following index will be utilized: the CPI-U Index, not seasonally adjusted, U.S. city average area, all items series adjusted annually.

Bidders shall provide written draft procedures and processes for billing, collecting, remitting, and reporting of administrative fee revenues and shall be submitted with the final RFP Proposal. In addition, the Contractor shall be responsible for the administrative fee functions stated below:

- Work with DTS/ONS to establish administrative fee rates within 30 calendar days after award of the Contract
- Demonstrate application of administrative fee rates in the billing system

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.6 California State Accounting and Reporting System (CALSTARS) (D)

The State of California, Department of Finance is mandated by Government Code Section 13300 to develop, install, and supervise a modern and complete accounting system for each Agency of the State which is permitted or charged by law with the handling of public money. Assembly Bill 3322 (Chapter 1284, Statutes of 1978) reaffirmed this mandate by requiring that a coding system be developed in order to obtain accurate and comparable records, reports and statements of all the financial affairs of the State. This system is the California State Accounting and Reporting System, referred to as CALSTARS. CALSTARS was designed and developed to provide individual State Agencies with a comprehensive automated departmental accounting and reporting system.

Following are the electronic file Requirements for telecommunications Contractor required by CALSTARS to create vendor payment transactions through a mostly automated process.

The State seeks an electronically transmitted invoice file to State of California, Department of Finance – CALSTARS as described below.

General File:

- The file will include invoices for all State of California organizations covered by the Contract except organizations excluded by mutual agreement between the Contractor and CALSTARS
- It's desirable to have one file for all invoices prepared on a Business Day
- The file will be a text file
- The file will include a header that specifies the record count and a trailer indicating end-of-file (verifies complete transmission)
- The file naming convention will be specified by CALSTARS. This will include the use of differing file names on consecutive Business Days to assure that CALSTARS has sufficient time to process the file's records before that file name is used again

Record:

Each record will contain the following data fields, or equivalent:

- Customer Account Number
- Invoice Number
- Invoice Date
- Service Period (may be split into from-date and to-date)
- Roll-Up Number (Billing Telephone Number (BTN))
- Unique Identifier (e.g., Actual Telephone Number, Work Telephone Number, device, or circuit charged)
- Charge Type (Other than taxes, charge types will be summarized to the level displayed on the paper invoice's cover page summary. Taxes will be shown by specific tax)
- Charge Description (Will match the descriptions displayed on the paper invoice's cover page summary)
- Charge Amount

Transmission:

The file will be sent via File Transfer Protocol (FTP) to a State of California data center directory specified by CALSTARS.

The End-User ID(s) and initial password(s) for the Contractor to access to the data center directory will be provided by CALSTARS.

The Contractor will only use the End-User ID(s) to transmit invoice data files to CALSTARS.

The password(s) will be modifiable by the Contractor.

Contractor will notify CALSTARS via e-mail when a file is sent. An alternative notification method may be employed if mutually agreed by the Contractor and CALSTARS.

Other:

The Contractor will continue to send paper invoices directly to the State of California organizations being charged, as well as, providing the electronic data file to CALSTARS.

CALSTARS will not be charged for this file.

The amount of each invoice on the data file and the corresponding paper invoice amount must be equal.

The dollar amount for individual telephone numbers (Work Telephone Number (WTN)), devices, or circuits on the data file and the corresponding paper invoice amount must be equal.

The amount for each charge type on the data file and the corresponding paper invoice amount must be equal.

The Contractor will provide a contact name, telephone number, and e-mail address for file problem resolution.

The Contractor will notify the State of California, Department of Finance - CALSTARS via e-mail, of new or changed codes (e.g. charge codes) or descriptions of codes. This notification will be sent at least 60 calendar days prior to implementation.

Department of Finance will not resolve or coordinate any billing problems between the Contractor and the State of California organizations being invoiced.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.10 CONTRACTED SERVICE PROJECT WORK (M)

Contracted Service Project Work is defined as either Coordinated or Managed. In the event the Contractor or Agency is unable to determine if the Service Request qualifies as a Coordinated or Managed Project, Contractor will contact DTS/ONS for assessment and ultimate determination.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.4.10.1 Coordinated Project Work (M)

Coordinated Projects are initiated in situations where ordering and provisioning of service exceed the Requirements for routine service requests, and require coordinated installation intervals that differ from those contained in Section 6.4.12.2.9, Provisioning. Representation of Coordinated Projects include service orders:

1. That are for single or multiple Customer site locations that include any of the following provisions:
 - a. CPE installation
 - b. Translation or Software programming is required to facilitate services
 - c. Where services require a level of complexity for planning and implementation
 - d. ACD installation

Upon determination that the Coordinated Project is needed, the following activities shall be initiated:

1. Upon receipt of the Service Request, the Contractor shall respond to the Agency by the end of the next Business Day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 Business Days to discuss the project detail with the Agency.
2. Contractor shall provide a project "Scope of Work" no more than 10 Business Days following receipt of Agency's Service Request and will include at a minimum the following:
 - a. Definition of the project task, start and completion dates, and associated costs
 - b. Where appropriate for the ordered service, a project task list that includes contractual service elements (e.g., planning, applicable design, engineering, testing, termination, installation and Customer service End-User training)

Coordinated Project Reporting Requirements:

1. Contractor shall develop, maintain, update and distribute all documents associated with the Agency's project
2. Contractor shall provide the requesting Agency with updated weekly status reports or otherwise agreed upon intervals
3. Contractor shall post and update data on all active Coordinated Projects for DTS/ONS review weekly, on its private web site as described in Section 6.4.14.2. Web site content will be consistent with the report elements listed in Sections 6.4.13 and 6.4.14. Upon completion of a Coordinated Project, Contractor will remove project from the private web site and incorporate the project information

into the Coordinated Project Work Report as described in Section 6.4.15.1.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.10.2 Managed Project Work (M)

Managed Projects are initiated in situations where ordering and provisioning of service is considered by DTS/ONS to be on a larger and more complex scale and exceed the parameters of a Coordinated Project. All Managed Projects where ICB Price Options are offered (see Appendix B, Contract Model Language, Section 71) require DTS/ONS prior approval. Upon determination that a Managed Project exists, the following activities shall be initiated:

1. Contractor shall assign a dedicated Project Manager with knowledge and experience in managing telecommunications projects of similar complexity. The dedicated Project Manager will be provided at no cost.
2. Upon receipt of the Service Request, Contractor shall respond to the Agency by the end of the next Business Day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 Business Days to conduct a discussion with all parties (e.g., Contractor, Agency, and DTS/ONS). The purpose of the meeting will be to understand the project scope and identify information necessary to establish due dates and project schedule. Contractor shall also notify and provide DTS/ONS with a copy of the Agency's service request for review within 5 Business Days.
3. All Managed Projects shall use industry accepted project management methodology throughout the project.

4. Contractor shall provide a project "Scope of Work" no more than 10 Business Days following receipt of the Agency's Service Request and will include, at a minimum, the following:
 - a. Definition of the project task, start and completion dates, and associated costs
 - b. Where appropriate for the ordered service, a project task list that includes contractual service elements (planning, applicable design, engineering, testing, termination, installation and Customer service End-User training)

Managed Project Reporting Requirements:

1. Contractor shall develop, maintain, update, and distribute all documents associated with the Agency's project
2. Contractor shall provide Agency with updated weekly status reports or otherwise agreed upon intervals. The following information will be provided in MS Project or other agreed format:
 - a. Project start date (Customer acceptance of Implementation Plan/schedule)
 - b. Status
 - Identification of major milestones
 - Identification of project risk (jeopardy)
3. Negotiated project completion date
4. Actual project completion date
5. Contractor shall post and update data on all active Managed Projects weekly on its private Internet site as described in Section 6.4.14.2 for DTS/ONS review. Web site content will be consistent with the report elements listed in Sections 6.4.13 and 6.4.14. Upon completion of the Managed Project, Contractor will remove the project from the private web site and incorporate it into the Managed Project Work Report as described in Section 6.4.15.2.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.11 CUSTOMER ADVOCACY (M)

DTS/ONS maintains a Customer advocate function involving provisioning and ongoing network service delivery. DTS/ONS requires access to several Contractor provided tools through web based applications to process and monitor Customer network trouble tickets and the Contractor's corrective action. DTS/ONS's role as a Customer advocate can be invoked by the escalation process, Customer request, Contractor request, or as a result of service and process monitoring. In support of this area, Contractor shall provide communication and coordination beyond the normal trouble reporting and initial order submittal processes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.11.1 Customer Service Center (M)

The Contractor shall provide a Customer Service Center with a toll free number as a single point of contact to facilitate timely responses to trouble tickets and service ordering.

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by DTS/ONS and DTS/ONS authorized Customers 24 hours a day, 7 days a week via a web enabled application.

For Contract related service issues, the Contractor shall provide a trouble reporting and escalation process outline to DTS/ONS. The escalation outline for Customers shall include:

- An End-User process for escalating issues within the Contractor's organization
- Contractor contact information of the responsible individual, including title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems
- Status on resolving the causes of network outages
- Service order inquiry status (Monday-Friday 8 A.M. to 5 P.M. Pacific Time Zone)
- Both the initial Customer contact date and time of the trouble report to the Contractor's Customer Service Center and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's trouble ticket system
- The Customer Service Center will respond to the Customer for all trouble reports within 15 minutes of notification from the Customer

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.11.2 Escalation Process (M)

DTS/ONS will assist Customers in escalating issues or concerns that are not resolved through Customer contact with the Contractor. To facilitate this function, Contractor's support shall include a detailed Escalation Plan, dedicated technical resources, and strong communications processes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.11.2.1 Escalation Plan (M)

The Contractor shall provide an outline of an escalation plan (DTS/ONS Escalation process) for evaluation purposes and for use by the DTS/ONS to escalate global Contractor's network(s) or specific Customer issues. The outline shall include:

- DTS/ONS process for escalating State or Customer issues throughout the Contractor's organization
- Contractor management name, title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year
- Within 30 calendar days following the Contract Award, Contractor shall submit a detailed Escalation Plan for approval by DTS/ONS. DTS/ONS reserves the right to require changes to the Escalation Plan prior to approval

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.11.2.2 Technical Resources (M)

Contractor shall provide technical resources that are dedicated to the CALNET II contracted services and familiar with the Contractor's network(s). The technical resource(s) shall be dedicated and available to provide support to DTS/ONS. The resource(s) shall have thorough knowledge of Contractor's network design, network trends,

root causes of network failures, network monitoring tools, industry trends, and capacity planning.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.11.2.3 Network Outage Response (M)

In the event of a Major or Catastrophic Network Outage, the Contractor shall keep DTS/ONS and DTS/ONS designated Key Stakeholders informed. The Contractor shall:

- Provide a method of notification to DTS/ONS and Key Stakeholders 24X7 via voice mail or text pager
- Broadcast initial outage within 30 minutes of known failure and provide follow-up status at least every 60 minutes or more frequently when pertinent information becomes available, until resolution and final broadcast
- Work with DTS/ONS to establish criteria and conditions for when notification should be broadcast
- Provide the following information with each broadcast:
 - Outage description
 - Location (street/city/central office)
 - Time and date
 - Root cause (when available)
 - Type of service
 - Estimated time of arrival
 - Estimated time of restoral
 - Impact to the State (quantity and Customers impacted)

- Any known public safety issues or community isolations
- Restoral measures, time and date of restoral
- Provide an Executive Summary report upon request by DTS/ONS. Information for this report shall include
 - High-level event summary
 - Impact to the State Customers
 - Timeline of events
 - Discussion/outage issues
 - Mitigation plan/path forward

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.4.12.1 Service Level Agreement Overview (M)

The intent of this section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLA). This section identifies and explains the required SLAs for the IP services identified in this RFP Module. The SLAs shall be categorized as Technical or Administrative in nature. The intent of this section is to define performance objectives and measurement processes for the BFWA minimum geographic location requirements and the Wireline requirements for statewide coverage.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must identify their associated SLAs as described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of the following components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format:

Services	SLA Name
[List of all applicable services]	<p>Definition [Definition or description of the SLA]</p> <p>Measurement Process [Instructions on how to measure network performance in order to determine compliance]</p> <p>Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.4.3-6.4.4.3 et. al.]</p> <p>Immediate Rights and Remedies [Allows immediate action by DTS/ONS and the Customer (e.g., DTS/ONS Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g., TTR).]</p> <p>Monthly Rights and Remedies [Applicable to SLAS that require accumulation of statistics over a period of time or multiple trouble tickets (e.g., availability). Note: the Off Ramp process is included in this component]</p>

The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective (s), measurement process, DTS/ONS rights and remedies, and Customer rights and remedies.

Administrative Service Level Agreement Format:

Administrative Tools, Reports and Applications	SLA Name
[List of all applicable tools, reports and application]	<p>Definition [Define or describe the SLA]</p> <p>Measurement Process [Instruct how to measure or derive the objectives]</p> <p>Objective (s) [Define Contractor program performance objectives]</p> <p>DTS/ONS Rights and Remedies [Identifies actions to be taken by DTS/ONS or rebates from Contractor when the objectives are not met]</p> <p>Customer Rights and Remedies [Identifies actions to be taken by the Customers or rebates from Contractor when the objectives are not met]</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.1.1 Technical Requirements versus SLA (M)

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.4.3 to 6.4.4.3 identify the technical Requirements for each service. These Requirements are the minimum parameters each Bidder must meet in order for their Bid to qualify for award. Upon award the committed technical Requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum Requirements, which the Contractor shall be held accountable for all rights and remedies accordingly.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.12.1.2 Two methods of outage reporting: Customer or Contractor (M)

When applicable, there shall be two methods in which outages may be identified and outage durations derived: Customer reported or Contractor reported.

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service

failure in the backbone (i.e. Cat 2 or 3). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2 Technical Service Level Agreements (M)

SLAs have been established for various aspects of the service Requirements of this Module 4. The Technical SLAs address the performance and delivery of services as described throughout this Module.

6.4.12.2.1 General Requirements (M)

The following general Requirements are applicable to the Technical SLAs:

- The total rights and remedies for failure to satisfy a single channel or service SLA for any given month shall not exceed 100 percent of the Total Monthly Recurring Cost (TMRC)
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILEC's or CLEC's the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor. Copies of all Service Level

Agreements between subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services

- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights and remedies for service outages for those services are as set forth in Sections 6.4.12.2.3 through 6.4.12.2.10
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for ordering/provisioning, maintenance, restoration and resolution of service issues or that of their Affiliates, subsidiaries, subcontractors or resellers under this Contract
- Bidders may provide SLAs for proposed unsolicited services in the description field below

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2.2 Trouble Ticket Stop Clock Conditions (M)

Stop Clock criteria includes the following: (Note: in this section, the term “End-User” includes End-Users and Customers, whichever is applicable.)

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the End-User during the applicable Stop Clock period.
2. Time after a service has been restored, but End-User request ticket be kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored.
3. Time after a service has been restored, but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.
5. Trouble caused by a power problem outside of the responsibility of the Contractor.
6. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:
 - a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative
 - b. Site contact refuses access to technician who displays proper identification
 - c. Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information

- d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem
 - e. If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply
- 7. Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to End-User staff to correct the problem or delay.
 - 8. End-User applications that interfere with repair of the trouble.
 - 9. Repair/replacement of CPE not provided by Contractor if the problem has reasonably been isolated to the CPE.
 - 10. Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as Contractor can provide Documentation substantiating message from Contractor's technician.
 - 11. An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this stop clock criteria.
 - 12. Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including, at a minimum, cable cuts not caused by the Contractor. Contractor's Affiliates, subsidiaries, or subcontractors shall be deemed to be under the control of Contractor with respect to the Equipment, services, or Facilities to be provided under this Contract.
 - 13. Force Majeure events, as defined in the terms and conditions of the Contract (Appendix B, Section 21).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2.3 Service Availability Percentage (M)

Services	Service Availability Percentage
BFWA Data Channel Basic Line Rate Service	Definition Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.
BFWA Data Channel Enhanced Line Rate Service	Measurement Process All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total. Monthly Network Availability (%) = $1 - [(total\ minutes\ of\ connection\ outage\ per\ month) / (days\ in\ month \times 24hours \times 60mins)] \times 100$.
Wireline Data Channel Basic Line Rate Service	
Wireline Data Channel Enhanced Line Rate Service	Objectives BFWA Data Channel Basic Line Rate Service >98.5 percent BFWA Data Channel Enhanced Line Rate Service >98.5 percent Wireline Data Channel Basic Line Rate Service >99.2 percent Wireline Data Channel Basic Line Rate Service > 99.2 percent
	Immediate Rights and Remedies End-User Escalation Process DTS/ONS Escalation Process

Services	Service Availability Percentage
	<p>BFWA Monthly Rights and Remedies</p> <p>First month to exceed fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC.</p> <p>Wireline Monthly Rights and Remedies</p> <p>First month to exceed fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC.</p> <p>Next consecutive month to exceed fail to meet the SLA objective shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to exceed fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>Any component failure that results in loss of service to 40 or more sites.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>25 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Services	Catastrophic Outage 1
<p>Wireline Data Channel Basic Line Rate Service</p> <p>Wireline Data Channel Enhanced Line Rate Service</p>	<p>Definition</p> <p>Any component failure that results in loss of service to 40 or more sites.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7x24)</p> <p>Objectives</p> <p>Less than 2 hours</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.12.2.5 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>The total loss of any service type on a system wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the Equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7x24)</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>50 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Services	Catastrophic Outage 3
Wireline Data Channel Basic Line Rate Service Wireline Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>The total loss of any service type on a system wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the Equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7x24)</p> <p>Objectives</p> <p>Less than 15 Minutes</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2.6 Round Trip Transmission Delay (M)

Services	Round Trip Transmission Delay
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>Round trip transfer delay measured from Contractor to Customer Handoff (CCH) to CCH.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the frame/packet/cell transfer delay is below the committed level. DTS/ONS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>(7x24)</p> <p>Objectives</p> <p>100K Channel:</p> <p>64 byte ping: <XXXms (Bidder to Identify)</p> <p>200K Channel:</p> <p>64 byte ping: <XXXms (Bidder to Identify)</p> <p>Immediate Rights and Remedies</p> <p>10 percent of TMRC per occurrence for the reported channel service that fails to meet the SLA objective.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Services	Round Trip Transmission Delay
<p>Wireline Data Channel Basic Line Rate Service</p> <p>Wireline Data Channel Enhanced Line Rate Service</p>	<p>Definition</p> <p>Round trip transfer delay measured from Contractor to Customer Handoff (CCH) to CCH.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the frame/packet/cell transfer delay is below the committed level. DTS/ONS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>(7x24)</p> <p>Objectives</p> <p>100K Channel:</p> <p>64 byte ping: <130ms</p> <p>1000 byte ping: <400ms</p> <p>200K Channel:</p> <p>64 byte ping: <130ms</p> <p>1000 byte ping: <400ms</p> <p>Immediate Rights and Remedies</p> <p>20 percent of TMRC per occurrence for the reported channel service that fails to meet the SLA objective.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.4.12.2.7 Excessive Outage (M)

Services	Excessive Outage
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>An Excessive Outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than 48 hours.</p> <p>Measurement Process</p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <p>Less than 48 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>75 percent of the TMRC per occurrence for each service outage greater than 48 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Services	Excessive Outage
<p>Wireline Data Channel Basic Line Rate Service</p> <p>Wireline Data Channel Enhanced Line Rate Service</p>	<p>Definition</p> <p>An Excessive Outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours.</p> <p>Measurement Process</p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>100 percent of the TMRC per occurrence for each service outage of service greater than 12 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2.8 Notification (M)

Services	Notification
<p>BFWA Data Channel Basic Line Rate Service</p> <p>BFWA Data Channel Enhanced Line Rate Service</p> <p>Wireline Data Channel Basic Line Rate Service</p> <p>Wireline Data Channel Enhanced Line Rate Service</p>	<p>Definition</p> <p>The Contractor notification to DTS/ONS in the event of a Catastrophic Outage, network failure, terrorist activity/threat of natural disaster, which results in a significant loss of telecommunication services to CALNET II End-Users or has the potential to impact services in a general or statewide area.</p> <p>Measurement Process</p> <p>The Contractor shall invoke the notification process for all CAT 1 and CAT 3 Outages or network outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor's automated notification system.</p> <p>Updates shall be given on the above-mentioned failures via the Contractor's automated notification system which shall include time and date of the updates.</p> <p>Objectives</p> <p>Within 30 minutes of a Cat 1 or Cat 3 failure, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification system.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned failures via the Contractors automated notification system which shall include time and date of the updates.</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.12.2.9 Provisioning (M)

Services	Business Days	Provisioning
BFWA Data Channel Basic Line Rate Service	Managed Project	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the the month if the monthly objective is not met.</p>
BFWA Data Channel Enhanced Line Rate Service	Managed Project	
Inside Wiring	Contracted Service Project Work – Section 6.4.10.1	
Station Cabling	Contracted Service Project Work – Section 6.4.10.1	
Wireline Data Channel Basic Line Rate Service	25 Days	
Wireline Data Channel Enhanced Line Rate Service	25 Days	
<i>this table is continued on the next page...</i>		

Services	Business Days	Provisioning
		<p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <p>Greater than 90 percent</p> <p>Immediate Rights and Remedies</p> <p>Individual Order:</p> <p>50 percent of installation fee refunded to Customer for any missed due date.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies:</p> <p>Monthly Average percent by Service Type:</p> <p>The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.12.2.10 Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
All Services in Module 4	<p>Definition</p> <p>The interval for Contractor response to initial request from Customer when initiating a service request</p> <p>Measurement Process</p> <p>The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or the ordering system to the date the Contractor responds to the Customer. If the Contractor fails to schedule appointment with the Customer within the objective interval, then the Contractor shall be subject to the rights and remedies below.</p> <p>Objectives</p> <p>Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p>Immediate Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Monthly Rights and Remedies</p> <p>Review process with DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.3 Administrative Service Level Agreements (M)

SLAs have been established for various aspects of the administrative responsibilities associated with the Contract resulting from the award of the RFP for Module 4. Specific administrative responsibilities as described throughout this RFP Section 6.4. are included in this Section 6.4.12.3

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

**6.4.12.3.1 Administrative Fee Reports /Electronic Fund Transfer
Notification Delivery Intervals (M)**

Administrative Tools, Reports and Applications	Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals
<p>DTS/ONS Detail of Services Billed Report by Agency Section 6.4.13.2.3</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.4.13.2.2</p> <p>Receipt of Electronic Fund Transfer Notification</p>	<p>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed DTS/ONS.</p> <p>Measurement Process</p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Objectives</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> <p>DTS/ONS Rights and Remedies</p> <p>0.5 percent of a month's administrative fees shall be paid to DTS/ONS 61 calendar days from the end each calendar month that a bill is rendered.</p> <p>Customer Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.12.3.2 Invoicing Accuracy (M)

Administrative Tools, Reports and Applications	Invoicing Accuracy
Invoices for all products and services provided through RFP 6.4	<p>Definition</p> <p>Contractor to provide detailed and accurate invoices as stated in RFP Section 6.4.9</p> <p>Measurement Process</p> <p>Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.4.12.3.3 Report Delivery Intervals (M)

Administrative Tools, Reports and Applications	Report Delivery Intervals
Service Level Agreement Reports Section 6.4.14.5 DTS/ONS Fiscal Inventory Report of All Services Section 6.4.13.2.1 Trouble Ticket/SLS Credits Fiscal Report Section 6.4.13.2.4 DTS/ONS Service Order/Provisioning Fiscal Report Section 6.4.13.2.5 DVBE Tracking Fiscal Report Section 6.4.13.2.6 Service Location Report Section 6.4.13.2.7 General Customer Profile Information Section 6.4.13.2.8 Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.4.15.1 and Section 6.4.15.2	<p>Definition</p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Section 6.4.12.3.3</p> <p>Measurement Process</p> <p>See objectives below Objectives</p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.4.14</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.3.4 Tools and Report Implementation (M)

Administrative Tools, Reports and Applications	Tools and Report Implementation
<p>Customer Trouble Ticket Reporting and Tracking System Section 6.4.14.3</p> <p>Customer Inventory Report Section 6.4.14.4</p> <p>Service Level Agreement Reports Section 6.4.14.5</p> <p>Fiscal Management Databases Section 6.4.13.1</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.4.13.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.4.13.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.4.13.2.3</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.4.13.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.4.13.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.4.13.2.6</p>	<p>Definition</p> <p>All Contractors provided tools and reports shall be functioning and accepted by the State based on the implementation timeline</p> <p>Measurement Process</p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following the Contract award date.</p> <p>Objectives</p> <p>All tools and reports shall meet the Requirements and be fully functional and provided in accordance with the timeline required in Section 6.4.14 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional and accepted by the State by dates agreed upon by DTS/ONS and the Contractor.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</p> <p>N/A</p>

Administrative Tools, Reports, and Applications	Tools and Report Implementation
Service Location Report Section 6.4.13.2.7 General Customer Profile Information Section 6.4.13.2.8	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.3.5 Tool Availability (M)

Administrative Tools, Reports and Applications	Tool Availability
<p>Public Web Site Section 6.4.14.1</p> <p>Private Web Site Section 6.4.14.2</p> <p>Customer Trouble Ticket and Tracking System Section 6.4.14.3</p> <p>Fiscal Management Database(s) Section 6.4.13.1</p>	<p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled Uptime is based on 7x24 number of days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.4.12.2.2 shall apply.</p> <p>The Availability percentage shall be calculated by adding the duration times for all trouble tickets opened on a single tool within the calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this contract:

SLA	Definition
Availability percentage	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Catastrophic Outage 1 CAT 1	The total loss of 10 channels or greater per service type, statewide.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined below for CAT 1, and CAT 3 outages.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for more than twelve hours
Round Trip Transmission Delay	Round trip transfer delay measured from Contractor to Customer Handoff (CCH) to CCH.
Response Duration from Receipt of Order	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for the transport and service. All charges that comprise the total monthly reoccurring cost per service.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.
Total Monthly Recurring Charges (TMRC)	The monthly recurring charges for service
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13 FISCAL MANAGEMENT (M)

The Contractor shall provide DTS/ONS with the system tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee identification and validation
- Product/Service Rate identification and validation
- Service taxes, fees, surcharges, and surcredits identification and validation
- Refunds and adjustments identification and validation
- Develop trend reports for product/services
- Develop trend reports for CALNET II Customers
- Monitor DVBE dollars expended

At a minimum, the Contractor shall provide Contractor maintained databases which DTS/ONS may query and download information via the Contractor's private web site. Contractor shall also provide the standard reports identified below.

The Contractor shall ensure that data from all CALNET II subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 calendar days from the end of each calendar month that a bill is rendered. DTS/ONS will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Sections 6.4.13.2.2 (DTS/ONS Detail of Services Billed Report by Service)

and 6.4.13.2.3 (DTS/ONS Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DTS/ONS as described in Section 6.4.12 (Service Level Agreements).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.1 Fiscal Management Database(s) (M)

The Contractor shall provide and maintain databases which DTS/ONS may query and download information via the Contractor's private web site. The most recent data will be maintained and available on the web site for six months. This Requirement is in addition to the records retention Requirements in Appendix B. This system(s) will store the following information:

1. CALNET II, Module 4 product/service installation or termination
2. Trouble Tickets that trigger a refund, remedy or adjustment
3. Monthly billing associated with CALNET II Customers
4. Monthly totals for all product/services quantities and charges (with Administration Fee separated from the base charge)
5. CALNET II, Module 4 Customer information (name and Service address)
6. DVBE monthly expenditures
7. Data channel or service inventory
8. Inventory (monthly) for all product/services purchased under the CALNET II, Module 4 Contract

The Contractor shall describe in detail a plan that identifies how information will be gathered and populated in the database on an initial and continuous basis.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2 Fiscal Management Reports (M)

The Contractor's data management system will generate standardized reports and include the capability to produce Ad Hoc reports. If for some reason the information does not reside with the Contractor or is not integrated with the other systems, it is still the responsibility of the Contractor to provide this information.

The standard reports shall be provided to DTS/ONS monthly, without charge. All reports shall be provided in both soft and hard copy. The soft copy will be supplied in both Access Database and delimited text file format. The Contractor shall provide consistent record layout and labeling convention for all databases and reports. Contractor shall provide DTS/ONS with 30 calendar days advance notice of any changes to the record layout and labeling convention for all databases and reports.

The information provided by the Contractor shall use standard and consistent naming conventions. The report(s) shall be loaded monthly onto the Contractor's private web site. At a minimum, reports shall reflect a current monthly snapshot of the inventory of contracted services and Customer information.

When the Contractor must make adjustments to the administrative fee monies that are not collectable, the Contractor shall submit reports equivalent to the reports stated below, fully describing the service and the circumstances surrounding the adjustment.

If for some reason a service cannot be included on the main standard reports, soft and hard copy reports and corresponding reporting information must be provided to DTS/ONS separately.

The Contractor shall provide the following standard reports to DTS/ONS on a monthly basis. The DTS/ONS reserves the right to modify the report Requirements to accommodate the service configurations proposed by the successful Bidder.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2.1 DTS/ONS Fiscal Inventory Report of All Services (M)

The DTS/ONS Fiscal Inventory Report of All Services identifying all products and services shall include, at a minimum, the following information:

- Date of inventory
- Agency ID
- Customer name
- Customer address
- Service address
- Service period
- Service type
- Service/Feature type
- Unique service/feature identification code
- Quantity of new installations
- Current quantities
- Usage charge

- Quantity of service terminations
- Contract rate

- Administrative fee rate
- Customer rate (Contract rate with administrative fee)
- Administrative fee totals
- Total charges identified by Agency and also by State/local designation
- Equipment
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2.2 DTS/ONS Detail of Services Billed Report by Service (M)

The DTS/ONS Detail of Services Billed Report By Service shall provide, at a minimum, the following information: (List each service type separately).

- Date
- Service period
- Service type
- Service feature type
- Contract Rate
- Administrative fee rate
- Customer rate
- Unique service/feature identification code

- Quantities
- Quantity of new installations
- Quantity of new terminations
- Usage charge
- Total recurring charges, including any ongoing charges/credits that are billed separately from the recurring charge section
- Any one-time charges/credits Itemized taxes and surcharges by service
- Total credits and adjustments
- Total administrative fees
- Total monthly charges (including administrative fee)
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2.3 DTS/ONS Detail of Services Billed Report by Agency (M)

The DTS/ONS Detail of Services Billed By Agency Report shall provide, at a minimum, the following information: (List each service type separately)

- Date
- Agency ID
- Customer name

- Customer address
- Service Address
- Bill payer number
- Billing number
- Service period
- Service type
- Service/feature type
- Contract Rate
- Administrative Fee rate
- Customer Rate
- Unique service/feature identification code
- Quantities
- Usage charge
- Total recurring charges, total non-recurring charges/credits, itemized taxes and surcharges
- Administrative Fee rate charges
- Total administrative fees collected
- Total monthly charges
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Contractor and Customer trouble ticket _____
- Customer name
- Customer address
- Agency ID(s)
- Type of outage
- Description of outage
- Date(s) of outage
- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (Unique identifier)
- SLA type
- Location(s)
- Data Channel information

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID
- Customer name
- Customer address
- Bill payer number
- Billing number
- Contractor service order number
- Date of service order
- STD. 20 number or Agency order number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with administrative Fee)
- Unique service/feature identification code
- Service Location (no abbreviations for street, city, zip code)
- Channel quantity (by Service Type)
- Install date
- Completion date if different than install date
- Subcontractor or Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.4.13.2.6 DVBE Tracking Fiscal Report (M)

The DVBE Tracking Fiscal Report shall provide, at a minimum, the following information:

- Year
- Month
- Agency
- Agency ID
- Billing number
- Service/Product
- Charge per service/product
- Total charges
- Date sold
- DGS DVBE certification number

- Contractor/subcontractor

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.13.2.7 Service Location Report (M)

The Service Location Report shall provide, at a minimum, the following information:

- Date
- Transport type (e.g., DS0, DS1)
- Agency ID
- Agency name
- Service type
- Service identifier code
- Service Location (separate fields, and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Quantity (per service type)
- Agency billing number (desirable)
- Features associated to each service ordered (desirable)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.4.13.2.8 General Customer Profile Information (M)

- Agency Identification Number (Contractor shall provide a numbering convention)
- Agency Name
- Government Sector (State, County, City, Federal Etc.)
- Billing Address (no abbreviations) (Street, Apartment/Suite, City, Zip Code)
- Billing Number(s)

*Bidder understands the Requirement and shall meet or exceed it? Yes*_____ *No*_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.4.13.3 DTS/ONS Fiscal Audits (M)

The DTS/ONS may audit any Customer's invoice. The Contractor shall provide access to billing information and provide a copy of any Customer's bill and supporting detail in electronic format upon DTS/ONS request without Customers prior authorization.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide network tools and reports described in Sections 6.4.13 and this 6.4.14 to DTS/ONS and DTS/ONS authorized Customers to provide oversight at no cost to the DTS/ONS and Customers. The Contractor shall provide the following:

- Tools, applications and data to perform real time on-line ticketing and network performance analysis
- Web-enabled applications for Tools, applications and data to perform real time on-line ticketing and performance analysis
- Web-enabled applications for invoicing and trouble reporting from DTS/ONS and DTS/ONS authorized Customer PCs
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports required in this Section shall be implemented and available for DTS/ONS and DTS/ONS authorized Customers. DTS/ONS and the Contractor shall agree upon implementation dates within 45 Business Days after Contract award
- Web-enabled applications shall have the ability to create password-protected accounts for access by DTS/ONS authorized Customers

- All invoices for contracted services shall be accessible to DTS/ONS via a web based application
- Reports using a data extractable application allowing DTS/ONS the ability to run custom reports.
- Ongoing Training and support for all tools, applications and reports
- System upgrades for all management tools and applications shall be provided at no cost
- Provide and maintain an inventory of Contractor provided tools, applications and reports to DTS/ONS, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals. In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble
- Provide DTS/ONS quarterly reports for completed Contracted Service Project Work, Coordinated and Managed

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.1 Public Web Site (M)

The Contractor shall provide and maintain a public website that shall be updated weekly. All information, data and forms must be approved by DTS/ONS before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and Service Rates, including features

- Contract language and amendments
- Customer FAQs
- Customer ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- Link to DTS/ONS web site

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, active Contracted Service Project Work status reports, Individual Case Basis and Individual Pricing Reduction changes. _____

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week. The Contractor's Customer Service Center, as described in Section 6.4.11.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customer shall have the capability of opening tickets either by a web-enabled application or calling the toll free Customer service number available 24 hours a day, 7 days a week. The trouble ticket system shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this system. A separate ticket shall be opened for each service. Customers shall have access to the complete ticket data for a 3-month period after each ticket has been closed. Customer shall have access to historical complete ticket data for 18 months and this data shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing system shall include the following minimum information:

- Contractor ticket number
- Agency name
- Agency identification number
- Customer contact information
- Service identifier
- Service type
- Time/date ticket was opened
- Time/date ticket closed
- Address end point locations
- Problem description
- Chronological history of Contractor activity (text)
- Estimated time of arrival
- Actual time/date of arrival
- Estimated time of restoral
- Actual time/date of restoral

- Stop clock condition(s) applied and duration(s)
- Description of resolution

The Contractor will update tickets with all Sub-Contractor and/or Affiliate provided status information.

System Functionality:

This system shall provide views for Contract related trouble tickets. The system shall include the following reporting functionality:

- List all open Contract related trouble tickets
- View open trouble tickets and status for a specific unique identifier

View all historical trouble tickets on a specific service identifier within the previous 6 months.

- List all historical trouble tickets by Customer
- List all open and closed tickets by End-User address location
- Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the system and how it meets or exceeds the minimum Requirements and system functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.4 Customer Inventory Report (M)

Upon DTS/ONS request, the Contractor shall provide DTS/ONS with graphical Maps identifying components including: service types, End-User locations, and handoff points. The Contractor shall provide revisions upon DTS/ONS request.

These drawings shall be provided in both electronic format and hard copy. Electronic drawings shall be in .dwg, .dxf, .vsd, or any mutually agreed format. Hard copy drawing shall be provided in Standard E size.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.5 Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DTS/ONS with data necessary to perform SLA compliance oversight. The Contractor shall support DTS/ONS in its Contract compliance functions through regularly scheduled meetings and monthly reports. _____

The Contractor shall also provide network Equipment data used to create summary reports upon DTS/ONS request (e.g., catastrophic outage reports, etc.). This data shall be provided in Microsoft Access, Excel, ASCII Text format or other mutually agreed upon format.

Monthly SLA Reports shall be posted to the Contractor's private web site. The report(s) must be loaded onto the web site and available to DTS/ONS and DTS/ONS authorized Customers in a data extractable application.

All trouble tickets must appear in an SLA report within 60 calendar days of the trouble ticket service restoral date. The report shall list all trouble tickets with a

service restoral date occurring within the reported month, including tickets not qualifying for rebate.

The Contractor shall provide a monthly report (s) that indicates what SLA and rebates were applied to each ticket number. _____

The Contractor shall provide a monthly summary report listing the total number of tickets rebated for each SLA.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.5.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, unique identifiers as agreed upon by Contractor and DTS/ONS, Agency ID number, Agency name, location of reported trouble (street address and city – no abbreviations), trouble ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, and percent of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.5.2 SLA Provisioning Report Requirements (M)

The SLA Provisioning Report shall be based on installation intervals and provided to DTS/ONS within 60 calendar days of the order completion date. SLA Provisioning reports shall include orders generated manually by a STD 20 or orders entered into an automated system.

SLA Provisioning reports shall include the following information: reporting period, Contractor's service order number, Customer's service order number, type of order (new service, adds, moves and changes), unique identifier as agreed upon between Contractor and DTS/ONS, Agency ID number, Agency name, order date/time, due date/time, install date/time, stop clock conditions applied, and percent of Customer rebate.

The Contractor shall calculate and include the monthly provisioning percentage in the monthly report.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.14.5.3 CAT 1 and 3 SLA Report Requirements (M)

CAT Outages shall be reported independently on a per occurrence basis. A CAT 1 and 3 Report shall be provided to DTS/ONS within 60 calendar days of the restoral date.

CAT 1 and 3 SLA reports shall include the following information:

Reporting period, Type of CAT, data and time of occurrence, unique identifier as agreed upon between Contractor and DTS/ONS, Agency

ID number, Customer Agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section) and percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.15 CONTRACTED SERVICE PROJECT WORK REPORTS (M)

The Contractor shall provide DTS/ONS with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.4.12, Contracted Service Project Work. This data shall be provided in MS Access format or other mutually agreed upon format. Services installed as projects shall be included in the SLA Provisioning Report Requirements identified in Section 6.4.14.5.2.

6.4.15.1 Coordinated Project Work Report (M)

The Coordinated Project Work Report shall contain, at a minimum, the following information:

- STD 20 Agency request number
- Agency ID
- Agency name
- Agency address
- Service site address(s)
- Date Contractor received Service Request
- Date Customer was initially contacted by Contractor

- Date “Scope of Work” provided to Customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities, if applicable to service type
- Project start date (Customer acceptance of Implementation Plan/schedule)
- Negotiated project completion date
- Project completion date

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.15.2 Managed Project Work Report (M)

The Managed Project Work Report shall contain, at a minimum, the following information:

- STD 20 Agency request number
- Agency ID
- Agency name
- Agency address
- Service site address (s)
- Date Contractor received Service Request
- Date Customer was initially Contacted by Contractor

- Date “Scope of Work” provided to Customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities, if applicable to service type
- Date approved by DTS/ONS – ICB projects
- Project start date (Customer acceptance of Implementation Plan/schedule)
- Status
- Identification of major milestones
- Identification of project jeopardies
- Negotiated project completion date
- Project completion date
- Project Manager name and contact information

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.16 REQUIRED MIGRATION AND TRANSITION STRATEGY (M)

As business Requirements dictate, the awarded Contractor shall participate in two implementation phase options and shall submit the required plan for the appropriate option; the first phase will be a Migration plan. Migration occurs when Customer(s) elects not to Transition to Contract Modules 1 and 2 services, but order services from

Module 3 and 4. The second phase is a Transition-Out plan. Transition-Out occurs at the end of the Contract Term or cancellation of the Contract, whichever occurs first. The Contractor agrees to cooperate fully with the State and awarded Contractors in planning, coordinating, and implementing the required strategies.

To ensure that the State business objectives are met, DTS/ONS shall have prior approval authority for both Migration and Transition-Out Plans.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.16.1 Migration Plan Requirements of Startup (M)

As part of the RFP response, the Contractor shall submit a Migration plan that shall be evaluated on the following:

1. Describe in detail the minimal End-User impact during Migration
2. Migration planning strategy and schedule that considers:
 - Customer (State and public Agency)
 - Customer location
 - Service type/category or technology
 - Service complexity
 - Interoperability Requirements/considerations
 - Service quantity considerations
 - Customer special business Requirements
 - Public safety considerations
 - Consider the impact on State and Customer's business and operational Requirements when establishing Migration schedules

3. Ensure that Customers shall only be responsible for standard installation charges.
4. Strategy for establishing, when necessary, agreements, effective at service Migration, that are required for ordering/provisioning of services.
5. Strategy for establishing, Migration of local government Customers subscribing to services under the Authorization to Order Under State Agreement provisions.
6. Describe in detail a Migration strategy of Customer's existing services to the new contracted services.
7. Identity of support activities and description of tasks to prepare Customer locations for implementation of services.
8. Processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices.
9. Identification of Migration tasks that are dependent on State and/or Customer data or resources.
10. Identification of what the Contractor views the State and Customer roles and responsibilities in Migration planning of new Contract services.
11. Migration Management Plan to effectively manage Migration through commitment of staff resources with required skills.
12. Identification of Orientation and Training for Customer/End-Users and DTS.ONS that is necessary to support Migration and implementation as required in Section 6.4.5.1
13. Structure of organization to support implementation process.
14. Development of a Migration service order process and procedures that can be defined in detail and implemented upon receipt of service order.
15. The Migration plan shall use industry accepted project management methodology throughout the planning and Migration process.
16. Other plan content as appropriate.

Upon Contract award, the Contractor shall establish a service inventory database of Migrated services. This database is intended to include all Migrated services as well as services added throughout the Contract Term. This database shall be maintained throughout the Contract Term and be made available to DTS/ONS in the timeframes described in Section 6.4.12.3.4 (Tools and Reports Implementation).

The State acknowledges that many of the Migration Requirements of this Section may not be known, defined, or may not be completed until Contract award. In responding to the Requirements of this Section, the expectation of the State is that the Bidder will acknowledge, demonstrate, and recommend to the extent possible all considerations necessary for developing and implementing a successful Migration plan and for service implementation.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.16.2 Transition-Out Requirements of Termination (M)

During the Contract Term, the State will engage in a competitive Bid process to award replacement services to be effective at the conclusion of the Contract Term. The replacement services may replicate or be similar to the CALNET II Contract or may include new strategies for providing telecommunication services in the state. The State acknowledges the level of difficulty in anticipating future Transition Requirements without knowledge of proposed solutions. However it is critical the Contractor declare and commit to what it considers its responsibility and participation in Transition of services, and to the extent possible, demonstrate how it would plan and conduct the Transition of its services to a new Contractor. As part of its RFP response, the Bidder will submit a Transition-Out plan that will be evaluated on the following:

1. Detailed discussion of the Contractor's understanding of its role and responsibility for Transition.
2. Detailed discussion that clearly demonstrates the Contractor's commitment to continue to provide services and Contract resources under the existing terms and conditions of the Contract during Transition and/or identifies any restrictions and limitations.

3. Establish a Transition schedule that begins upon award of a new Contract and does not exceed an 18 to 24-month Transition period.
4. Detailed action plan that demonstrates a commitment to work cooperatively with the State and awarded Contractor in planning and coordinating the Transition of services to the new Contract.
5. Transition plan/schedule that includes, at a minimum, identification of End-Users, service locations by street address, city, service type, port identification, and unique service identifier.
6. Within 60 calendar days of State's notice of intent to award a new service Contract, Contractor shall provide a plan that defines how the Contractor will Transition services to the new Contract with sufficient detail for the State's review and approval.

At a minimum, the Transition-Out plan will be written in a clear and concise manner and include the following elements:

- a. End-User Impact (e.g., Agencies' business needs, complexity of service, services impacted by special programs, etc.)
 - b. Fiscal Impact: the State does not anticipate any cost to Transition services.
 - c. Strategy for Transition of Contractor services to new Contractor services.
 - d. Strategy for Transition of invoicing systems.
 - e. Identification of tasks dependent on State data or resources.
 - f. Structure and organization (e.g., Business Plan -Section 4.5.7) to support current Contract terms and conditions and resources to support Transition of services.
 - h. Demonstrate how the Contractor's, subcontractor's, and/or Affiliate's invoices shall be reconciled with Customer invoices for Transition to new Contractor's invoicing system(s).
 - i. Other elements necessary for Transition planning
7. Contractor shall submit a schedule and plan for transparent Transition of services to support the continued billing, collection, and remittance of Administrative Fees for services billed under the Contract.
 8. The Transition plan shall use industry accepted project management methodology throughout the planning and implementation process.

DTS/ONS The State recognizes the complexities and risks involved in an Transition project of this size and magnitude. The State reserves the right to modify the Transition plans where deemed in the best interest or benefit of the State or authorized Customers of the Contract.

In addition, the State retains the option to identify performance Requirements and to establish rights and remedies for performance associated with Transition milestones, tasks and schedules.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description: